

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: September 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-notice-agenda-minutes/>
- **Cleveland Clinic Connected Membership:** <https://www.parrishhealthcare.com/news/2024/march/parrish-medical-center-becomes-a-cleveland-clinic/>

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



PRESS RELEASES (March 2026 to August 2026)

Parrish Medical Center Awarded More Than \$5.2 Million in Grants to Promote Rural Health, Workforce Development, in First Year of Florida's Rural Health Transformation Program.

Parrish Medical Center is among the first Florida healthcare provider organizations to receive grants, in Parrish's case totaling more than \$5.2 million, to help transform rural health. The grants were announced by Gov. Ron DeSantis, awarded to selected health care organizations across the state as part of Florida's Rural Health Transformation Program (RHTP). Funded federally, the RHTP program is administered in Florida by the state's Agency for Health Care Administration (AHCA).

"These investments in rural Florida will strengthen hospitals and clinics, expand the rural health care workforce, and help ensure Floridians can access high-quality care in their own communities," Gov. DeSantis said in the announcement. Parrish received two grants, \$4,416,000 for preventive care and care at home, and \$793,000 for workforce development. Parrish was one of 81 organizations statewide to qualify for RHTP grants based on Parrish's application and evaluation by AHCA.

"Qualifying for these grants will result in health care improvements and vocational opportunities for individuals and families we serve," said George Mikitarian, Parrish president and CEO. "Our Parrish vision statement is 'healing families, healing communities,' and our team's work to qualify for these grants is an example of Parrish professionals working to fulfill our vision to benefit the people in our communities."

U.S. Rep. Mike Haridopolos, whose congressional district includes the Parrish service area, praised the hospital, its Board of Directors, and staff for earning the grants. "I applaud Parrish and its Board of Directors for their leadership in helping us improve health care access in rural communities," said Rep. Haridopolos. "It has been my honor to advocate at the federal level for rural health funding. Rural health care is essential, yet many communities face limited access because of their distance from hospitals and providers. With this award, Parrish, its Board of Directors, and their coalition of partners will make a meaningful difference in creating access and developing a future-ready workforce."

Through the two grants, Parrish will make healthcare more accessible by bringing preventive, virtual, and home-based services closer to the communities we serve. The Workforce Development initiative will help build the next generation of healthcare professionals through local education, training, and career opportunities.

According to PR Newswire, this press release was picked up by 219 media outlets with an audience of more than 77 million.

Parrish Medical Center Prevails in Federal Court; Ruling Rejects Claims Brought by Craig Deligdish, owner of OMNI Healthcare

A U.S. District Court has [ruled](#) in favor of Parrish Medical Center on all counts in a Qui Tam (Whistleblower) lawsuit brought by Craig Deligdish, owner of Melbourne's Omni Healthcare. It is Deligdish's latest legal defeat in a series of failed actions attempted against Parrish Medical Center, a public, not-for-profit hospital.

The United States District Court for the Middle District of Florida granted summary judgment in favor of Parrish Medical Center on all counts in a lawsuit brought by Deligdish.

"Our responsibility to the families and individuals of North Brevard is to stay focused on providing high quality and safe care for them," said George Mikitarian, Parrish Healthcare president and CEO. "We're of course pleased with the court's ruling, in which Parrish has prevailed against another failed lawsuit brought against the hospital by Deligdish."

"Parrish Medical Center will defend its mission, its integrity, and the trust placed in it by patients, its medical staff and employees, and the people we're honored to serve," Mikitarian said.

[Zumpano Patricios](#) represented Parrish Medical Center on this Qui Tam action and other failed lawsuits brought by Deligdish. Speaking for the firm, founding shareholders Joseph I. Zumpano and Leon N. Patricios stated:

"It is an honor to represent Parrish Medical Center, and we are pleased with the extraordinary result of defeating a Qui Tam action at the Summary Judgment stage. But most importantly, it is quite satisfying to see Parrish Medical Center enjoy this important legal victory and its feeling of exoneration that accompanies the outcome."

Zumpano added, "The case sets an important example against bringing allegations against hospitals without the required evidence or legal authorities. Parrish Medical Center is not only a steward of care for our communities, but it is also a hospital system that is very capable of defending its record - and will."

The court found that Deligdish failed to support key claims against Parrish with record evidence or legal authority. Despite the United States and the State of Florida notifying the Court on September 6, 2023, that neither government would intervene in the case, Deligdish continued with the failed Qui Tam case. After losing multiple motions to dismiss, in his fourth attempt to proceed with the failed case, Deligdish filed a 12 Count Third Amended Complaint.

Deligdish's failed allegations included violations of the False Claims Act, the Florida False Claims Act (FCA), and the Stark Act. Notably, the Court's Summary Judgment Order in favor of Parrish Medical Center stated that Deligdish failed to cite any record evidence in support of his FCA claims based on alleged false certifications pertaining to the Cares Act.

The lack of evidence revealed such legal weakness, that the Court stated, "Accordingly, the court concludes that Deligdish abandons this argument."

Not only did Deligdish lack any evidence, the Court also cited his lack of citation of any legal authority and therefore treated his "argument as abandoned."

Likewise, with respect to Deligdish's allegations that Parrish Medical Center and its sister agency Halifax Health conspired to violate the FCA pertaining to Low Income Pool (LIP) program matters, the Court stated that Deligdish failed "to cite any legal authority" and therefore "Accordingly, the court treats Deligdish's conspiracy claims as abandoned."

And as to any Stark Law violations alleged by Deligdish, Parrish Medical Center argued it was also entitled to Summary Judgment. The Court noted that "Deligdish fails to respond, and accordingly, the court treats this claim as abandoned."

In its reporting of the results of this case, [Bloomberg Law](#) wrote, "A whistleblower must cite record evidence from which a reasonable juror could conclude that a defendant knowingly and falsely certified compliance with a requirement or knowingly made a false record, the court said. But Deligdish failed to present such evidence, it said."

The court's decision is the most recent legal defeat for Deligdish against Parrish Medical Center. Deligdish, and his company OMNI Healthcare, as part of their retaliation campaign, have filed multiple lawsuits against Parrish. To-date, their efforts continue to fail. Neither Deligdish nor OMNI have won a single case against Parrish Medical Center. Among the others:

- Parrish Medical Center's successful eviction of Deligdish's company from its North Brevard office and recovering more than \$1 million for failure to pay rent.
- Defeating an action that Deligdish and his company brought against Parrish Medical Center's physician practice in which a jury found that Deligdish "aided and abetted" his company's breach of fiduciary duties owed to Parrish's physician practice.
- Defeating Deligdish's attempt to sue Zumpano Patricios, the law firm that has defended Parrish Medical Center in Deligdish's multiple lawsuits.

According to PR Newswire, this press release was picked up by 599 media outlets with an audience of nearly 100 million.

Parrish Medical Center Earns Transparency Award from Leading American Health Care Safety Organization for Publicly Reporting Patient Safety and Quality Information

A leading American health care safety advocacy organization has presented Parrish Medical Center (PMC) a transparency award for the hospital's public reporting of patient safety and quality information.

[The Leapfrog Group](#) - the name of which means taking giant leaps to improve patient safety - has awarded PMC the Full Transparency Badge, earned by hospitals that "complete, affirm and submit all sections of the Leapfrog Hospital Survey."

Founded in 2000, The Leapfrog Group is an independent national nonprofit organization created to improve the quality, safety and transparency of U.S. health care. Through its annual Leapfrog Hospital Survey, Leapfrog publicly reports hospital performance on key measures of patient safety, quality and outcomes.

"We applaud Parrish Medical Center for its commitment to transparency," said Leah Binder, The Leapfrog Group president and CEO. "Transparency is one of the most powerful drivers of improvement in health care. By fully participating in the Leapfrog Hospital Survey, Parrish Medical Center is helping patients and families access meaningful information about the safety and quality of their care."

PMC's mission is healing experiences for everyone all the time; its vision - healing families, healing communities; its values are safety, loyalty, integrity, compassion, excellence, and stewardship. Putting these into practice daily is what has earned PMC extensive national, and even international, recognition, Mikitarian said.

"It starts with our board of directors and extends throughout the entire organization," Mikitarian said. "Health care is a calling as much as it is a profession, and PMC's Care Partners understand that it's a great privilege, and great responsibility. The Leapfrog Group's award is a testimony to Care Partners' ability and effectiveness."

Parrish Medical Center Nationally Recognized as a Top 100 Great Community Hospital

Becker's Hospital Review has named Parrish Medical Center to its 2026 *Top 100 Community Hospitals* list, recognizing the organization's ongoing commitment to clinical excellence, patient safety, exceptional patient experiences, and access to high-quality healthcare. According to Becker's Hospital Review, "The hospitals on this list prove that extraordinary care is not the exclusive domain of large academic medical centers or major metropolitan health systems. Working within real-world resource constraints, these community hospitals deliver expert clinical care, drive local innovation and serve as economic cornerstones for the regions they call home."

Becker's further noted that these hospitals demonstrate that "accessible, affordable care close to home isn't just an operational goal, but a promise to their neighbors."

The national recognition underscores Parrish Medical Center's dedication to advancing health and healing for the communities it serves while maintaining the highest standards of quality, safety, and compassionate care.

The *Becker's Hospital Review* editorial team accepted nominations and curated the list to highlight the great work of community hospitals across the nation. ***Note: Becker's Healthcare developed this list based on nominations and editorial research. Organizations do not pay and cannot pay for inclusion on this list.***

Parrish Healthcare First in Brevard County to Earn Gold Seal of Approval® and Core Certification for Joint Replacement from The Joint Commission

Parrish Healthcare earns The Joint Commission's Gold Seal of Approval® and Core Certification for Hip and Knee Joint Replacement, recognizing the organization's commitment to delivering safe, high-quality, evidence-based orthopedic care for patients undergoing hip and knee replacement procedures.

The Gold Seal is a nationally recognized symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care. In collaboration with the American Academy of Orthopaedic Surgeons (AAOS), this certification recognizes health care organizations that provide clinical programs across the continuum of care for hip and knee replacement patients. Designed for hospitals and Ambulatory Surgical Centers (ASCs), the certification evaluates how organizations use clinical outcomes and performance measures to identify opportunities to improve care, as well as to educate and prepare patients and their caregivers for discharge.

"Certification for Joint Replacement recognizes health care organizations committed to striving for excellence and fostering continuous improvement in patient safety and quality of care," said Ken Grubbs, DNP, MBA, RN, Executive Vice President of Accreditation and Certification Operations and Chief Nursing Officer at The Joint Commission. "We commend Parrish Healthcare for using The Joint Commission certification process to reduce variation in clinical processes and to strengthen its clinical program to drive safer, higher quality and more compassionate care for individuals served."

"When patients undergo total joint replacement at Parrish Healthcare, our primary goal is to help them regain mobility, relieve pain and safely return to the activities they enjoy as quickly and effectively as possible," said Dr. Matthew Musto, board-certified orthopedic surgeon, Director of Total Joint Replacement and Chair of the Department of Surgery and Anesthesia at Parrish Healthcare.

"This recognition reflects the exceptional quality, seamless coordination and patient centered care our team delivers every day."

National Hospital Publication Tabs Parrish Medical Center CEO George Mikitarian for Fourth Time as One of “Community Hospital CEOs to Know”

A leading hospital and health care publication has for the fourth consecutive year named Parrish Medical Center President and CEO George Mikitarian, DHA, FACHE, as one of the nation’s top “Community Hospital CEOs to Know.”

Becker’s Hospital Review, a national publication focusing on health care news and analysis, previously cited Mikitarian as one of its “Community Hospital CEOs to Know.” According to Becker's, the leaders selected are "community stewards, strategic visionaries and patient advocates...Simultaneously, they are shaping the cultures that attract and retain talented caregivers, building the long-term strategies that position their hospitals for growth, and maintaining the financial discipline that keeps high-quality, cost-effective care within reach for their communities.”

In June 2026 Becker’s also recognized Parrish Medical Center (PMC) as a [Top 100 Community Hospital](#). Community hospitals “are often the unsung heroes in healthcare, and CEOs are tasked with managing the delivery of coordinated and affordable community care,” *Becker’s* writes.

"George Mikitarian has earned national recognition from *Becker’s Hospital Review* multiple times because of the benefits his vision and leadership bring to the patients and families served by PMC,” said Robert Jordan, Chairman, Parrish Medical Center Board of Directors.

“Someone doesn’t become exceptional because they decide they want to be exceptional,” Jordan added. “They focus on a goal and devote their energy and passion to fulfilling that goal. For George Mikitarian, the goal is health care excellence, and however excellent it was today, to make it better tomorrow. The result is that he, and Parrish, are so often cited as being in the leading ranks of American hospitals.”

Since 2001, when Dr. Mikitarian became Parrish president and CEO, he has led Parrish through significant local and national economic and market disruptions. Among these challenges, according to PYA, a highly cited national accounting firm, were “macroeconomic shocks” to the Brevard County healthcare economy.

Said PYA, “The first was the Great Recession of 2009 that followed the US housing market implosion that hit Florida particularly hard. The second was the end of NASA’s space shuttle program in 2011, resulting in over 20,000 job losses that are still being recouped to this day. Third, and most important, was the pandemic, which impacted health system demand in ways never previously experienced by the industry.”

While contending with those challenges, under Dr. Mikitarian’s leadership and through the work of its staff and volunteers (called Care Partners), Parrish has frequently been recognized for patient care quality, patient safety, and patient experience in the hospital.

Among Dr. Mikitarian's professional honors are: Citizen of the Year by Florida Today/Gannett; Junior Achievement Spirit of Achievement Award; United Way of Brevard County Chairman's Circle Award; Leadership Brevard's Community Leadership National Award and their Rodney S. Ketcham Leadership Icon Award; Business Leader of the Year by Space Coast Business Magazine; and earning the Boy Scouts of America's Golden Eagle and Silver Beaver awards.

Becker's Hospital Review editorial team developed this list based on nominations and editorial research. **Leaders cannot pay for inclusion on the list.**

Parrish Medical Center Earns National Stroke Care Recertification

Parrish Medical Center has again earned The Joint Commission's Gold Seal of Approval® and the American Stroke Association's Heart-Check mark as a certified Primary Stroke Center. Certification is voluntary and requires a rigorous evaluation of an organization's stroke system of care including clinical processes, program structure and care management framework. Stroke is a leading cause of death in Florida. Research shows, however, that stroke patients' outcomes can be significantly improved when they receive treatment from an organized stroke system of care.

Ken Grubbs, DNP, MBA, RN, Executive Vice President and Chief Nursing Officer for the Division of Accreditation and Certification Operations at The Joint Commission said this about Parrish Medical Center's recertification, "This certification award represents your commitment to upholding the highest standards of healthcare quality and safety for your patients, workforce and community. We share that commitment and value the collaboration between our organizations so that all people experience the safest, highest quality, best value healthcare across all settings."

In 2004, Parrish Medical Center became the first health system in Brevard County and the third in Florida to earn Primary Stroke Center certification. Since that time, Parrish Medical Center has successfully maintained and renewed its certification every two years—demonstrating more than two decades of sustained excellence in stroke care. For more information about being designated a Primary Stroke Center, or to preview the most common symptoms for spotting a stroke, please visit parrishhealthcare.com/stroke.

Health First and Parrish form countywide stroke network

Health First and Parrish Healthcare, during the first days of National Stroke Awareness Month, recently formalized a agreement to enhance stroke care across the Space Coast through the establishment of a stroke network partnership – a clinically integrated collaboration that will coordinate and standardize stroke care across participating hospitals in Brevard County. The Health First–Parrish Stroke Network represents a major advancement in regional stroke care coordination within Brevard County.

All four Health First hospitals, as well as Parrish Medical Center, operate certified primary stroke centers in Brevard County. This partnership aims to strengthen regional stroke care by improving quality

and patient outcomes while still preserving the independent governance of each participating organization.

Leadership at both health entities said that by aligning clinical protocols, strengthening EMS coordination, and leveraging shared data to guide performance improvement, the network positions both organizations to deliver faster, more consistent, and higher-quality stroke care across the region. For more information, visit parrishhealthcare.com/stroke.

Parrish Healthcare Selects MEDITECH Expanse for Unified Patient Record

Parrish Healthcare announced a major step in digital evolution by signing for MEDITECH Expanse, which will unite Parrish Medical Center and its ambulatory clinics on a single, integrated Electronic Health Record. Eager to embrace this unified system, Parrish Healthcare is also implementing MEDITECH's Expanse EHR across several specialty departments, including Oncology and Labor and Delivery. Doing so will enable staff to coordinate whole-person care across inpatient and ambulatory visits as patients transition in, and out of complex care settings. Parrish will also leverage MEDITECH's national data exchange network, Traverse Exchange, to create seamless view of patient records from across the health system.

Parrish Medical Center Stays Prepared for Every Emergency Participates in Operation Skyfall, the Nation's Largest Medical Surge Exercise

Parrish Medical Center was one of 100 hospitals across Central Florida to participate in Operation Skyfall, the largest coordinated medical surge exercise in the nation. Jointly sponsored by the Central Florida Disaster Medical Coalition and the Tampa Bay Health and Medical Preparedness Coalition, Operation Skyfall brought together hospitals, emergency management agencies, law enforcement, EMS, public health partners and community organizations in a full-scale mass casualty simulation designed to test and strengthen regional emergency response capabilities. The exercise included coordination with our city and county Emergency Operations to practice real-time response and communication during a large-scale incident. Preparedness is the single most important step we can take to protect our North Brevard community. Exercises like Operation Skyfall allow our teams to train in realistic conditions, strengthen coordination with our area partners and ensure we are ready to respond effectively when it matters most.

Parrish Health and Fitness Center and the Y Celebrate Reopening

Parrish Healthcare and the YMCA of Central Florida celebrated the official reopening of the Parrish Health and Fitness Center with a special Ribbon Cutting Celebration on Wednesday, April 29, from 10:00 to 11:00 a.m. at 2210 Cheney Highway, Titusville, FL. Parrish Healthcare and the YMCA of Central Florida united to deliver an innovative model that blends clinical care with community-based fitness and wellness programming.

“We are pleased to partner with Parrish Healthcare to create this integrated wellness model connecting healthcare, fitness, and community in North Brevard,” said Kevin Bolding, president and CEO of the YMCA of Central Florida. “In conjunction with our nearby Titusville Y location, we are grateful to provide expanded opportunities at both locations for neighbors of all ages to live healthier, stronger lives together.”

Parrish Medical Center Earns Gold Environmental Excellence Award

Parrish Medical Center has been recognized with Stryker’s Sustainability Solutions Environmental Excellence Award for outstanding sustainability achievements, earning the program’s prestigious Gold designation. Like many hospitals across the nation, Parrish Medical Center continues to expand initiatives aimed at reducing the environmental footprint of care delivery. Parrish Medical Center’s participation in the Stryker’s sustainability program delivered measurable environmental impact, including:

- Diverting more than 11,000 units of medical waste from landfills
- Supporting carbon-neutral inbound shipping practices
- Helping mitigate approximately 1,476 metric tons of carbon dioxide (CO₂) emissions

This recognition underscores Parrish Healthcare’s leadership in environmental stewardship and its ongoing mission to deliver high-quality care while promoting a healthier, more sustainable future.

RECENT ADDITIONS TO PARRISH MEDICAL GROUP (Since March 2026)

Provider Name	Specialty	Date
Carter-Plake, David, CPM	Licensed Midwife	3/2/2026
Enders, Ryan, DO	General Surgery	4/6/2026
Goss, Mark A., MD	Orthopedic Surgery	5/4/2026
Goss, Alexis R., MD	Family Medicine	5/4/2026
Rivera, Ruben J., MD	Pain Management	6/1/2026
Adeshra, Zeel, MD	Family Medicine	6/1/2026
Botero, Ana C., MD	Radiation Oncology	6/1/2026
Tantillo, Tyler J., DO	Orthopedic Surgery	6/2/2026
Vance, Aimee J., PA-C	Orthopedics	8/3/2026
Nath, Dwarka G., MD	Gastroenterology	8/3/2026
Roelant, Geoffrey J., MD	General Surgery	9/14/2026
Guilmette, Shauna L., MSN	Occupational Health	9/14/2026
Cole, Laura E., APRN	Wound Center	9/14/2026
Owen, Amber L., APRN	Gastroenterology	9/14/2026
Angell, Jennifer E., APRN	Occupational Health	9/14/2026

**RECENT ADDITIONS TO THE PARRISH MEDICAL CENTER MEDICAL STAFF
(Since March 2026)**

Hock, Duncan V., MD	Emergency Medicine
Acosta, Omar, MD	Emergency Medicine
West, Amanda, NP	Hospitalist
O'Malley, Kelly S., NP	Emergency Medicine
Carmona, Diego E., PA-C	Emergency Medicine
Milnor, Jessica J., CRNA	Nurse Anesthetist
Foster, Charlie D., APRN	Hospitalist
Alsakka, Mohammed A., MD	Hospitalist
Wheeler, Tyrone R., NP	Hospitalist
Egas, Juan J., MD	Anesthesiology
Maier, Timothy J., DO	Anesthesiology
Simmons, Wayne R., DO	Anesthesiology
Sabir, Arif, CRNA	Nurse Anesthetist
Maheshwari, Praveen, MD	Anesthesiology
Frith, Nikea, MD	Emergency Medicine
Schultz, Brian J., DO	Anesthesiology
Urhahn, Hunter, APRN	Nurse Anesthetist
Herskovic, Joshua J., MD	Anesthesiology
Kim, Hosang, MD	Hospitalist
Garcia Santos, Nestor L., OD	Optometrist
Williams, Keenan C., CRNA	Nurse Anesthetist
Pruett, Dallas, CRNA	Nurse Anesthetist
Khalifa, Hady, MD	Emergency Medicine
Brown, Lauren E., CRNA	Nurse Anesthetist
Gaiha, Rishi D., MD	Anesthesiology
Malhotra, Shailesh, MD	Hospitalist
Twitchell, Michelle M., MD	Hospitalist

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Parrish Medical Center
**NAMED A TOP 100 GREAT
COMMUNITY HOSPITAL!**



The Parrish Board of Directors, employees,
physicians, nurses, and volunteers,
make that happen.

Parrish works for you!



Your Health. Our Purpose.

FOR MORE INFORMATION, VISIT
parrishhealthcare.com

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4 FACTS ABOUT HOW Parrish Medical Center works for you!

1 NO TAXES

» No local taxes support the hospital.

2 LEGAL RIGHT

» State law allows a tax, but the Parrish Board of Directors has not imposed a tax for over 31 years – and won't in the future.

3 COMMUNITY CARE

» Parrish Medical Center, a public, not-for-profit hospital, runs on its own revenues while also providing millions of dollars in charity care annually to North Brevard.

4 LOWEST-COST OF CARE

» Parrish Medical Center is Brevard's lowest cost hospital for most services.



THESE FACTS TELL THE STORY.

Parrish's experienced Board, employees, nurses and physicians put their knowledge, expertise and care to work for you — and for our entire community.



Your Health. Our Purpose.

FOR MORE INFORMATION, VISIT
parrishhealthcare.com



Parrish Medical Center
is Brevard's Most
TRANSPARENT-TO-THE-PUBLIC HOSPITAL



Parrish has earned yet another award,
for transparency, from one of America's
premier health care safety organizations.

*The Parrish Board of Directors, employees, physicians,
nurses, and volunteers, make that happen.*

— **Parrish works for you!** —

Your Health. Our Purpose.

FOR MORE INFORMATION, VISIT
parrishhealthcare.com

LIFE STORIES | HEALING EXPERIENCES

Weekly, Parrish Healthcare shares stories of how our Care Partners serve to fulfill our mission. We share these internally with our teams as a way of connecting to our purpose and are pleased to have the opportunity to now share them with you.

Cosmic Kindness

April 8, 2026

Healing is often thought of as something that happens through procedures, treatments and outcomes—but some of the most meaningful healing moments unfold quietly, in the spaces between clinical steps. It shows up in how fear is acknowledged, how families are welcomed and how Care Partners choose to connect with patients.

The following reflection comes from a Care Partner who experienced such a moment firsthand. Experiencing care through the lens of both a family member and Care Partner gave her a unique perspective on how compassion and presence can shape healing. What she and her family encountered during a medical procedure became a powerful reminder that healing is not limited to the patient alone, it can reach everyone in the room. Her words capture how a fellow Care Partner's thoughtful actions transformed a clinical visit into a meaningful healing experience for her entire family.

I took my daughter to see Dr. Pecoraro to have a procedure performed. She was nervous and wanted me in the procedure room with her. With my granddaughter (1 year old) in my arms and my grandson (3 years old) holding my hand, we stood in the small procedure room and watched Dr. Pecoraro as he worked. During the procedure, he asked my grandson what he wanted to be when he grew up. My grandson answered, 'An astronaut,' and a conversation about space followed—his favorite planet is Neptune and how he wants to fly to Mars.

After the procedure, Dr. Pecoraro, who loves to paint and whose artwork decorates the exam rooms, surprised my grandson by giving him one of his astronaut paintings. My grandson was overjoyed. He gave Dr. Pecoraro a big hug and kept saying, 'I just love this so much,' as he carried it out of the office. Dr. Pecoraro not only took excellent care of my daughter—he showed kindness and generosity to our entire family. He truly made my grandson's day.

Love Celebrated Through Compassionate Care

July 22, 2026

On the Fourth of July, Lance Lussier, a patient on the fourth floor, was approaching a milestone that deserved to be honored, his 56th wedding anniversary. While he was hospitalized and away from the comforts of home, his care partners recognized that this day held deep meaning for him and his wife. They saw an opportunity to create more than a simple celebration. They created a healing moment rooted in compassion, teamwork, and the belief that love, commitment, and cherished

memories should still be recognized, even within hospital walls. The effort began when Operator Sandra Grotefend learned about the anniversary and shared it with Charge Nurse Alexis Klingbiel. What may have seemed like a small detail quickly became something much bigger because the team understood how important this moment could be for the patient and his family. John Puhak, another operator who had formed a meaningful connection with the patient's wife through many phone conversations, immediately wanted to help. His first thought was to personally take her to the hospital so the couple could spend this special day together. That instinct to step in, to care beyond the expected, reflected the heart of what it means to make patients and families feel truly seen.

As the plan came together, Case Management partners Kathy Kenobi and Stephanie Dotson explored transportation options while Michelle Super contacted the family. Michelle reached the patient's grandson, who was already planning to take his grandmother to the hospital. With transportation arranged, John focused on another thoughtful gesture: flowers to make the reunion even more special. Michelle contacted Dietary to help create a small celebration, and Alexis asked Dr. Sanchez whether the patient could enjoy a slice of cake during his stay. Dr. Sanchez enthusiastically approved. CJ Cruz from food and nutrition prepared a beautiful tray of assorted cake slices and fresh fruit, adding patriotic decorations and flags for the Fourth of July.

Each person offered what they could, and together those thoughtful actions transformed a hospital room into a place of celebration. Before the patient's wife arrived, the care team helped him get cleaned up and look his best so he could greet her with dignity and pride. It honored not only the patient's medical needs, but also his identity as a husband preparing to see the woman he had shared 56 years of life with. When the grandson arrived, pushing his grandmother through the halls, Michelle gathered the celebration supplies, and the team welcomed the couple as they marked more than five decades of marriage.

What could have been an ordinary hospital day became a treasured memory because so many care partners chose kindness. Operators, nursing, case management, dietary, facilities, the physician, and the family each played an important role in creating joy during a difficult hospitalization.

Creating a Healing Environment Through Every Connection

August 5, 2026

A healing environment is created through countless moments of compassion that help patients feel safe, welcomed, and cared for from the moment they arrive. For many patients, the healing experience begins long before treatment starts and continues throughout every step of the care they receive. It is found in the comforting atmosphere, the reassuring smile, the helping hand, and the compassion shown in every interaction.

These patient testimonials demonstrate how collaboration across the organization creates an experience that promotes healing from the very first encounter.

"I was a bit nervous going in but the beautiful warm atmosphere was very helpful. There was someone playing the piano right next to a beautiful waterfall in a giant atrium only steps away from good coffee! All of that aside, the staff—from Security to Registration and my nurses are all excellent. Thank you!" — EC

"From the beginning of walking in with Security, information at the registration desk, to the people who took care of me. Top to bottom I was so incredibly impressed with Parrish Hospital." — Anita Simmons

"Everyone that I had the pleasure of interacting with from the time I went in from the front desk, checked in for imaging, and the ladies for my mammogram and CAT scan were as sweet and patient as could be. I'd rate this hospital 5 stars, thank you to all for being the heroes that you are!!" — Lori Celebioglu

"Best hospital experience I have ever had! Everyone was professional and polite and friendly and on top of every need or want. From check in to triage to ER Dr to nurses, EKG, respiratory, blood draw, coordinators, janitorial, cafeteria service, CNA's and just in case I have forgotten anyone, EVERY single staff member was exceptional!" — Kelly Spicer