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COMMUNITY REPORT 2017

Your Parrish Medical Center continues to grow and to serve—with excellence—the health and wellness needs of the community we love. Formed nearly 60 years ago by the State of Florida as your North Brevard County Hospital District, we are proud to remain Brevard's only independent, not-for-profit, public community hospital. We are also proud to rank in the top two percent of all U.S. hospitals for quality, safety and service. And, despite our special taxing district status, we are doing all this with zero tax dollars assessed for more than 22 years.

As we begin a new year, I want to take the opportunity to recognize and share with you the outstanding healing work performed by our team of Care Partners. Our employees, physicians and volunteers are Parrish Healthcare—America's first and only certified Integrated Care Network. The network includes Parrish Medical Center; Parrish Cancer Center; Parrish Healthcare Centers (outpatient facilities); Parrish Medical Group (physicians); and Parrish Health Network, a regional network of providers and multiple insurance companies; Mayo Clinic Care Network; Nemours and many other allied health services.

We have a proud tradition of giving back to our community. Earning the nation's first certification for Integrated Care is a significant benefit to the community. Why? Because it is proven to lower healthcare costs for all while improving quality, safety and patient experiences. Don't be fooled by healthcare organizations that call themselves integrated. Look for those who are certified. As a matter of fact, some of the nation's largest health insurance organizations, like Anthem Blue Cross, now recognize The Joint Commission's Integrated Care Certification (ICC) as a means to give them an objective way to differentiate hospitals and outpatient care settings or physician networks that are actually improving quality, safety and service while lowering overall healthcare costs. Parrish Healthcare is the nation's first and still ONLY to earn this important certification.

We give back thirty-one percent (31%) of every dollar made to our community. In 2016, Parrish provided more than \$44.6 million in community support to Brevard. This includes our direct charity and uncompensated care to patients, as well as all contributions we made to community, civic and charitable organizations, and community building and health improvements initiatives.

In addition to our charitable work, we invest time, money and every resource toward the pursuit of perfection. We know that when you pursue perfection you can achieve excellence. And when you compare our healthcare outcomes to that of any other healthcare organization in the nation, your Parrish Healthcare team of Care Partners achieves results that place us among the very best in America.

Parrish and Mayo Clinic are working together for you. We are the only healthcare organization in the region to have passed Mayo's rigorous process to become a member of its distinguished network. That means you and your loved ones have access to Mayo experts—right here at home. Our clinical experts, through the network, collaborate with Mayo colleagues to share knowledge and leading clinical practices—all to benefit you.

Parrish and OMNI Healthcare partnered to create Parrish Cancer Center. Parrish Cancer Center, together with the Mayo Clinic Care Network, provides the services, technology and research you expect from a world-class cancer center. The modern facility includes medical oncology and hematology services, radiation therapy, and IV infusion suite, as well as the most advanced diagnostic equipment. We are also Brevard County's only Commission on Cancer-accredited program. This accreditation means our program improves survival and quality of life for cancer patients.

Parrish Healthcare vigorously volunteers to participate in every major public transparency program, while others choose to opt out, or are selectively participating. These programs include CMS' Hospital Compare, The LeapFrog Group's Hospital Safety Score, The Safe Care Group's Top 100 SafeCare Hospitals, the National Patient Safety Movement, and many Joint Commission accreditations and certifications, just to name a few. Why do we? First and foremost, it is the right thing to do. You deserve transparency. Secondly, it gives us a way to rigorously test our systems of integrated care coordination and continuous improvement. Transparency matters because your life and those you love depend on it.

Assessing the community's health needs and closing the gaps in care in our community is essential to our healing mission. We conduct regular surveys to assess community health needs and know that thousands of Brevard residents are living with diabetes and that few resources are available to help people manage this serious condition. Parrish provides the only full service and accredited diabetes education and self-management program in the county. The Children's Center, another community benefit service provided by Parrish Healthcare, gives children with developmental delays and other disabilities a safe and healing environment to learn and grow.

We're growing to ensure access to quality physicians that are associated with nationally top-ranked Parrish Healthcare. Parrish Medical Group (PMG) now has offices in Titusville, Port St. John, Port Canaveral and Viera/Suntree. Parrish Healthcare affiliated Urgent Care Centers are located throughout the county and provide access to fast, convenient and affordable care. Your overall physical fitness and wellbeing are served by our full-service Parrish Health & Fitness Center. Our focus is on keeping you well and serving as your medical home so that no matter where your healthcare journey takes you, all roads lead back to your nationally top-ranked Parrish Healthcare—the one and only certified integrated care network in the country.

We're leading and innovating for you. We are the first in the Brevard to provide free Baby Boxes to parents of newborns to help prevent sudden infant death syndrome (SIDS) and so all newborns have a safe place to sleep. And, with our Healing Arts partner, The Titusville Playhouse, we are giving patients and their loved ones unique and wonderful healing experiences.

Your Parrish Healthcare is Healing Families—Healing Communities.®