



Annual Report – December 2025

Parrish Medical Center Annual Goals and Objectives 2024-2025

North Brevard County Hospital District d/b/a Parrish Medical Center (PMC) is committed to the utilization of key performance indicators (KPI) and improvement across all relevant performance measures. The organization consistently tracks KPIs to understand individual and collective performance against strategic goals and actively initiates mitigation strategies and/or contingency plans when performance is not meeting expectations. We direct you to Parrish's Performance Review for a copy of the most recent independent analysis of Parrish Medical Center's operational performance, which was conducted by PYA, P.C. (PYA), a national healthcare advisory and accounting firm, in accordance with the Uniform Special District Accountability Act (s.189.0695, F.S.). A full copy of the study PYA prepared for PMC, titled "Independent Special District Operational Performance Review," is available online at parrishhealthcare.com/pmc-performance-review.

In compliance with Section 189.0694, Florida Statutes, Parrish Medical Center presents its Annual Report for FY25 Goals and Objectives.

A. GOAL: Recruit and retain values-driven, high-performing talent to fulfill our mission.

OBJECTIVE: Vacancy rates at or below industry average as measured by Vizient SE

MEASURE: 10.67% FY25 RESULTS: 11.31%

OBJECTIVE: Turnover rates at or below industry average as measured by Vizient SE

MEASURE: 6.81% FY25 RESULTS: 2.85%

B. GOAL: Provide patient experiences consistent with our mission and in accordance with CMS- CAHPS expectations.

OBJECTIVE: HCAHPS ranking at or above the 75th percentile as measured by National Research Corporation

MEASURE: 75.0% FY25 RESULT: 52.5%

OBJECTIVE: ED patient experience at or above industry average as measured by National Research Corporation

MEASURE: 87.2% FY25 RESULT: 66.6%

C. GOAL: Provide safe, quality patient care consistent with our mission and in accordance with regulatory expectations.

OBJECTIVE: CMS quality rankings “as expected” or better: Safety of Care

MEASURE: 80.0%

FY25 RESULT: 100%

**PMC reports on 7 of 8 with 7 of 7 meeting goal*

OBJECTIVE: CMS quality rankings “as expected” or better: Mortality

MEASURE: 80.0%

FY25 RESULT: 100%

**PMC reports on 7 of 8 with 7 of 7 meeting goal*

OBJECTIVE: LeapFrog Safety Grade above average (B or better)

MEASURE: B or better

FY25 RESULT: C

D. GOAL: Meet the health needs of North Brevard as identified within the triennial Community Health Needs Assessment

OBJECTIVE: MEET 3 OF THE TOP 5 HEALTH NEEDS IDENTIFIED

MEASURE: At least 3 health needs met

FY25 RESULT: 100%

*Refer to <https://www.parrishhealthcare.com/about-us/community-benefit/>

E. GOAL: Operate with fiscal stewardship without taxation as measured by Strata and Audited Financial Statements

OBJECTIVE: PMC Budget Score

MEASURE: 100%

FY25 RESULT: 99%

OBJECTIVE: Hospital Operating Margin

MEASURE: 5.0%

FY25 RESULT: 2.90%