

A close-up photograph of a woman and a young girl looking at a dandelion seed head. The woman is on the right, and the girl is on the left. They are both looking towards the dandelion with interest. The background is a soft-focus green field.

SHARING HOPE IN OUR COMMUNITY

Shands HealthCare
Community Benefit Report 2009

Shands
HealthCare

SHANDS HEALTHCARE

Shands HealthCare is a private, not-for-profit organization affiliated with the University of Florida. The Shands HealthCare system has seven Shands hospitals, two Shands home-health agencies and more than 80 affiliated UF outpatient practices located throughout north central and northeast Florida. Shands HealthCare's two academic medical centers are located on the UF Health Science Center campuses in Gainesville and Jacksonville.

Approximately 1,500 University of Florida faculty and community physicians make up our highly respected medical staff. They provide care in more than 100 medical specialties and subspecialties, from primary care to highly complex care including cancer, cardiovascular, neurology, neurosurgery, pediatrics and transplantation services. They work with 13,000 Shands employees – including 3,600 skilled nurses – and nearly 2,000 volunteers, who together are committed to outstanding patient care and service.

Our health system annually serves patients from every county in the state, from throughout the nation and from more than a dozen countries. For 50 years, the Shands family has been proud to serve as a regional healthcare resource with an excellent reputation and commitment to our communities.

○ Shands Live Oak

○ Shands Jacksonville

○ Shands Lake Shore

○ Shands Starke

Shands Rehab
Hospital &
Shands Vista



○ Shands at the
University of Florida





A MESSAGE FROM THE CEO

Dear Colleagues and Friends,

This Community Benefit Report summarizes how Shands HealthCare is improving health and quality of life for people and communities throughout the region. It reflects our activities during Fiscal Year 2009, ending June 30, 2009.

Affiliated with the University of Florida, the Shands HealthCare system includes two academic medical centers, three community hospitals and two specialty hospitals in addition to dozens of outpatient programs and services across north central and northeast Florida.

Shands continues its role as a regional resource and one of Florida's most socially responsible corporate citizens. We remain a committed "safety-net" healthcare system for patients with little or no insurance. Last year, Shands spent approximately \$95.5 million in unreimbursed charity care (at cost). Shands also provided \$67.3 million in unsponsored community benefits (at cost) through our diverse health education and outreach programs and through collaborations with local agencies and organizations throughout the region.

Shands also serves as a major economic driver for our communities. As a not-for-profit corporation, we reinvest all earnings back into our health system services, programs, facilities and equipment to ensure we can continue to support those who need us now and in the future.

Shands also contributes to our local economies. Last year, Shands' patient-care programs had an estimated economic impact of \$1.9 billion and our organization spent more than \$714 million in salaries and benefits for our workforce of approximately 13,000 employees.

Together, our Shands staff and affiliated UF and community physicians provide outstanding care and compassionate service to our patients and customers. We're proud to make a difference in our patients' lives, improve community health and well-being and contribute to the economic strength of the region.

Sincerely,

A handwritten signature in black ink, which appears to read "Tim Goldfarb". The signature is fluid and cursive, written over a white background.

Timothy M. Goldfarb
Chief Executive Officer
Shands HealthCare



Community Benefits Provided by Shands in Fiscal Year 2009

Charity care and social responsibility – net unreimbursed financial assistance	\$95.5 million
Community and regional health services	\$2.8 million
Donations and in-kind services to support community-based efforts	\$4.2 million
Health professionals education	\$54.4 million
Scientific and clinical research in the health sciences	\$5.9 million
Total community benefit (provided at cost)	\$162.8 million

MISSION

Shands HealthCare's mission is to provide excellent patient care, to collaborate in improving community health, and to create an environment that supports education and research in the health sciences.



RECOGNITION OF HEALTHCARE EXCELLENCE



Shands HealthCare received the 2008 Florida Governor's Sterling Award, the state's top honor for performance excellence. Shands is the largest organization ever to receive this prestigious award since its introduction in 1993. Few healthcare systems have been recognized this way for quality, outcomes and organizational excellence.



The American Nurses Credentialing Center awarded "Magnet" designation to several Shands hospitals and programs: Shands at UF, Shands HomeCare, Shands Florida Surgical Center, Shands Vista, Shands Rehab Hospital and Shands at UF Dialysis Center. The most prestigious national honor for nursing excellence, "Magnet" status is achieved by less than one percent of the nation's acute-care hospitals.



Shands at the University of Florida earned top-50 rankings in seven specialties in the 2009 edition of America's Best Hospitals, published by *U.S. News & World Report*. Shands at UF ranked as the top Florida hospital in heart and heart surgery, urology and geriatrics.



The Agency for Health Care Administration has designated Shands at the University of Florida and Shands Jacksonville as Comprehensive Stroke Centers. These facilities are two of only 16 AHCA-designated Comprehensive Stroke Centers in Florida. Shands Jacksonville received the Joint Commission Gold Seal of Approval for stroke care.

CHARITY CARE AND SOCIAL RESPONSIBILITY

ANSWERING THE CALL TO CARE

Shands HealthCare's commitment as a responsible, accountable steward of our resources is the cornerstone of our not-for-profit mission.

Shands at UF and Shands Jacksonville are two of the state's six statutory teaching hospitals, and along with our community hospitals they make Shands one of the state's most relied upon "safety-net" health systems. Shands is one of Florida's largest Medicaid and charity-care providers.

Not-for-profit healthcare systems play a unique and critical role in serving area residents. We receive tax exemptions from federal, state and local governments and are trusted to provide benefits back to our communities. These "community benefits" include the provision of uncompensated care for which no payment is received from patients or insurers.

Shands provided
\$95.5 million
in unreimbursed charity care
(at cost) in 2009.

- According to the 2008 American Community Survey (US Census data) released this fall, Florida is among the top five US states with the highest percent of uninsured residents. More than 20 percent of Floridians (one in five) are uninsured.
- Safety-net hospitals and health systems provide healthcare access and a significant level of services to patients who would otherwise have limited or no access to healthcare due to their insurance status, financial circumstances or their medical condition.
- Approximately 3.8 million Florida residents are without health insurance. More than 649,000 of these uninsured residents live in north central and north-east Florida. Many people who have some healthcare coverage find it falls short of their families' needs.



COMMUNITY & REGIONAL HEALTH SERVICES

HEALING BEYOND HOSPITAL WALLS

Shands HealthCare teams throughout the system proactively reach out to area residents beyond the walls of our hospitals and clinics to share valuable information about healthy living, illness prevention, medical treatments and disease management.

We coordinate diverse health education programs and partner in civic, social and cultural community events and outreach efforts to promote wellness.

Last year, Shands hosted 59 health fairs that reached more than 7,400 people. We also offered 149 seminars, bringing Shands and UF health experts into local communities to talk about disease prevention, diagnosis and treatment. Through such programs, we reached more than 17,000 people.

In 2009, Shands HealthCare contributed
\$2.8 million
to community and
regional health services.

AS A NOT-FOR-PROFIT HEALTH-CARE SYSTEM, WE ARE DEDICATED TO PROVIDING QUALITY MEDICAL CARE AND HEALTH EDUCATION TO MEET THE NEEDS OF OUR COMMUNITIES. HERE ARE SOME EXAMPLES OF SHANDS HEALTH-CARE'S OUTREACH PROGRAMS AND SERVICES:



Serving our communities' health and emergency care needs

Shands HealthCare offers primary and emergency care in all of our hospitals' communities. In addition to our academic medical centers, we also serve rural communities at our critical-access hospitals, Shands Live Oak and Shands Starke, and at our statutory rural hospital Shands Lake Shore.

Serving the region's trauma and emergency response needs

Shands HealthCare has two of Florida's six state-designated Level I Trauma Centers. They are located at Shands at UF in Gainesville and at Shands Jacksonville and serve all of northeast and north central Florida. Our Level One Trauma Centers are required to have a full range of specialists available 24 hours a day to treat severely injured patients. Last year, we hosted more than 100 educational outreach programs to raise awareness about trauma prevention.

Our two academic medical centers are equipped to serve as lead hospitals in regional emergencies, such as mass-casualty incidents and natural disasters. Thanks to training and preparation planning throughout the year, our emergency, trauma, nursing and operations teams are ready to jump into action as "first-receivers" in critical emergencies to support the state's response efforts.

Shands Vista operates the award-winning Partners in Adolescent Lifestyle Support program. PALS provides peer support and therapeutic intervention for at-risk high-school students while enhancing leadership skills for teens.

Shands Women's Advantage Program

Our Shands Women's Advantage Program offers free membership to women throughout north central Florida with events and networking opportunities held in Gainesville, Lake City and Live Oak. The program is designed to enhance women's health and lifestyles at every age. We offer information and seminars on all aspects of women's health, including exercise, nutrition, disease management, and family and work topics. Examples of seminar topics during 2009 included sleep apnea; blood pressure; cholesterol; cataracts; breast reconstruction; breast cancer; GERD-heartburn and functional chest pain; heart disease and heart attacks; uterine fibroids; osteoporosis; and gynecological surgeries.

UF Shands Eastside Community Practice in Gainesville

UF faculty physicians at the UF Shands Eastside Community Practice in Gainesville serve children and adults with physical check-ups and immunizations; health screenings; dental exams and treatment; healthcare advice and education; psychological check-ups and therapy; and links with community resources. Last year, the practice offered 430 free health-education programs that reached more than 2,000 people in addition to their patients.



Jacksonville Urban Disparity Initiative

In 2008, Shands Jacksonville mobilized the Jacksonville Urban Disparity Initiative, encompassing eight clinical programs, 12 community programs and nine clinics. Although most of the programs were already in existence, JUDI was formed to unite the efforts under one umbrella with a common goal— to reduce the health disparities identified by the US Centers for Disease Control and Prevention that adversely impact residents with a low socioeconomic status.

Clinical and community programs at Shands Jacksonville

Shands Jacksonville offers clinical and disease-management programs for diabetes, hyperlipidemia, COPD and hypertension. Through Free Scripts, Shands partners with pharmacies to offer prescription medications to patients unable to pay. More than 300 patients participate, and nearly 13,500 prescriptions have been filled since 2008.

Shands Jacksonville also offers community-response programs to address issues such as childhood obesity, infant mortality, sickle cell, HIV/AIDS and other blood disorders. To address infant mortality, Little Miracles hosts three baby showers a year, each one attracting 700-800 expectant mothers and their families.

Shands Jacksonville clinics

Throughout Jacksonville's urban core, UF faculty physicians serve more than 65,000 uninsured and insured patients each year by providing routine health screenings, disease counseling, case management and education at nine outpatient

clinics. The clinics have flexible hours of operation and same-day walk-in services are available to decrease unnecessary/improper use of Emergency Departments.

Shands Jacksonville Trauma Prevention Program

The trauma team hosts more than 100 events each year, reaching between 15,000 and 20,000 people. Programs include:

- Turning Point: Rethinking Violence, a program to reduce recidivism among first-time juvenile offenders involved in violent crimes
- Child Passenger Safety, a program that promotes safe use of car seats through educational lectures, hands-on demonstrations, car-seat and booster-seat giveaways
- WHALE (We Have A Little Emergency), an education and identification program for parents with children in booster and car seats
- Think First for Teens, a program designed to educate and motivate students to take preventive action for their own health and safety
- Home Safety, a simulated, "hands-on" opportunity for parents and their children to learn about home safety

— DEFINITION
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Shands HealthCare contributed

\$4.2 million

to more than 100 community agencies and organizations benefiting north central and northeast Florida residents.

DONATIONS AND IN-KIND SERVICES

HELPING THOSE WHO HELP OTHERS

Shands HealthCare contributed \$4.2 million to more than 100 community agencies and organizations benefiting north central and northeast Florida residents. We supported a variety of programs reaching diverse audiences. These included community event sponsorships to support the Alzheimer's Association; American Cancer Society; American Heart Association; Boy Scouts; Girl Scouts; March of Dimes; Multiple Sclerosis Society; NAACP; Ronald McDonald House; Susan G. Komen Row for the Cure; and United Way, among other national and local sponsorships.

Above and beyond this \$4.2 million in Shands sponsorships and support, our employees mobilized and contributed their own time and donations to numerous community agencies that help people improve their health, wellness and quality of life. Just one example is our employees' support to United Way. In 2008, Shands employees pledged more than \$660,000 to the United Way campaigns in north central Florida, Suwannee Valley and Jacksonville. We continued to exceed our past records for employee-generated community support and also were honored by these agencies for outstanding support. At a time of economic challenges, our compassionate workforce again stepped up to help those who needed our help more than ever.

HEALTH PROFESSIONALS EDUCATION

TEACHING THOSE WHO HEAL

As an academic healthcare system affiliated with the University of Florida, Shands HealthCare's mission includes supporting health-related research and education. Our commitment is to provide the teaching locations and expertise to share new healthcare techniques, treatments and breakthroughs with today's health and medical professionals and to train tomorrow's experts to sustain our industry and meet our population's growing needs.

Shands provides the clinical settings, internships and clinical rotations used in educating physicians, nurses and allied health professionals, such as radiology technicians and respiratory therapists. Without these critical clinical opportunities, future health providers would not be able to meet their professions' minimum licensure criteria.

Physician training and support

The medical staff that provides care in Shands HealthCare facilities includes 978 UF College of Medicine physician residents and fellows.

- 672 UF College of Medicine physician residents and fellows train in 60 accredited graduate medical-education programs in Gainesville
- 306 UF College of Medicine physician residents and fellows train in 27 accredited medical-education programs in Jacksonville

Shands HealthCare spent
\$54.4 million
educating the state's doctors, nurses
and health professionals.

These efforts support a crucial source of future physicians since the majority of them tend to practice in the state in which they complete residency training.

Nurse and health professionals support

Shands HealthCare supports the clinical training and supervision of more than 6,000 nursing and health professions students.

We also partner with area high schools, vocational programs and community colleges to recruit and train future healthcare providers and promote the healthcare industry.

Shands is the largest private, not-for-profit employer in north central and northeast Florida. We offer proactive programs to continually recruit skilled healthcare workers to Shands as an employer of choice and make every effort to support employee retention in today's competitive healthcare market.

SCIENTIFIC AND CLINICAL RESEARCH IN THE HEALTH SCIENCES

FOSTERING FUTURE MIRACLES

As a private, not-for-profit organization adhering to state statutes, Shands HealthCare is responsible for providing support to the UF Health Science Center and other universities and community colleges for educational and research activities that benefit residents throughout the state.

Many physicians and researchers at the UF Health Science Center are regarded as national pioneers in researching new treatments and therapies in a variety of medical disciplines. Our UF physician faculty at Shands at UF and Shands Jacksonville offer unique treatments and care for patients with highly specialized, complex conditions. Together, UF and Shands are perfectly positioned to be among the first to employ breakthrough therapies, technologies and other advances in medicine to enhance patient care and outcomes.

In 2009 Shands HealthCare
contributed more than
\$5.9 million
to support UF College of Medicine
research projects.



Last year, Shands contributed more than \$5.9 million to the UF College of Medicine to support groundbreaking research in areas including genetics, epidemiology, neuroscience, pediatrics, pathology and diabetes. This funding supported the evaluation of innovative treatments, studies on healthcare delivery and research papers prepared for professional, peer-reviewed medical journals.

Shands HealthCare

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\$162.8 MILLION

SHARED WITH OUR COMMUNITY

CHARITY | HEALTH SERVICES | DONATIONS | EDUCATION | RESEARCH