

OSCEOLA REGIONAL MEDICAL CENTER

# COMMUNITY REPORT

## 2017



"There's no pain with this type of surgery compared to the bypass I had before...If you can do the Transcatheter Aortic Valve Replacement, you should have it done - you won't regret it."

**Keith Lonsberry**  
TAVR Patient

"TAVR gave me back what he was, my husband and the love of my life."

**Wanda Lonsberry**  
Wife of TAVR Patient

## Osceola Regional Medical Center

### Leadership

**Davide Carbone**  
Chief Executive Officer

**Steve Gordon**  
Chief Operating Officer

**Carrie Biggar**  
Chief Financial Officer

**Barbara Watson**  
Chief Nursing Officer

**Stephen Stoops, M.D.**  
Chief Medical Officer

### Board of Trustees

**Atlee Mercer** - CHAIRMAN  
Chair, Osceola Co. Expressway Authority  
Former Osceola Co. Commissioner

**Fuad H. Shahin, M.D.** - VICE CHAIR  
General Surgeon

**Davide Carbone** - SECRETARY  
Chief Executive Officer  
Osceola Regional Medical Center

**Ejaz Ghaffar, M.D.**  
Hospitalist  
President, Medical Staff

**Mike Horner**  
Consultant/Lobbyist

**Belinda Kirkegard**  
Economic Development Director  
City of Kissimmee

**Michael Joyce**  
President  
HCA North Florida Division

**Khurram Moin, M.D.**  
Cardiologist

**Jorge Otoy, M.D.**  
Hematologist/Oncologist

**Mark Palazzolo, D.O.**  
OB/GYN

**Ed Ross, M.D.**  
Chair of Internal Medicine  
UCF College of Medicine

**Robert Sorenson**  
Fire Chief  
Osceola County Fire Rescue

**Jo Thacker**  
Attorney

## A Message From Our CEO



Dear Friends,

It goes without saying, health care is in a time of change and transition. As the new CEO of the leading health care provider in Osceola County, I see this change as an opportunity. At Osceola Regional Medical Center, it is our mission to capitalize on opportunities to deliver exceptional care while also ensuring greater value and affordability for our patients.

Incredible change is happening within our community. Osceola County is the fastest growing, and one of the most diverse counties in Florida. I am proud to be leading a team that strives to continuously grow and adapt to meet the expectations of the community we serve.

In 2016 our hospital showed tremendous signs of growth and advancement. In the summer, Osceola Regional announced a third residency program with University of Central Florida College of Medicine in Emergency Medicine joining the Internal Medicine and the Obstetrical & Gynecology Residency Programs. The addition of locally trained physicians will enable us to meet the needs of the community for years to come. In 2016 Osceola Regional opened a state-of-the-art Pediatric Inpatient Unit and a Pediatric Intensive Care Unit (PICU) staffed by Nemours Pediatric Intensivists from Nemours Children's Health System. The \$7 million pediatric expansion ICU is the first of its kind in Osceola County. Families in Osceola County will benefit by having access to life-saving medical treatment for their children right in our community.

Another great milestone in 2016 was the Level II Trauma Center designation. With this designation, we will continue to provide successful outcomes for seriously injured patients. As the only Trauma Center in Osceola County, we are able to provide life-saving care within the "golden hour." Studies show that patients who receive care within the golden hour have better outcomes.

2016 was an exceptional year, but we anticipate more in 2017 including the opening of the Comprehensive Stroke Center, a Level III Neonatal Intensive Care Unit (NICU), an Inpatient Physical Rehabilitation Unit and an additional Medical/Surgical Unit amongst other things. We are very sensitive to our community's needs and we will continue building, expanding, and recruiting staff based on what's best for those who call Central Florida home, as well as those just passing through.

As your new CEO and a 25+ year veteran in healthcare leadership, I am truly looking forward to this year of change, growth and opportunity. On behalf of Osceola Regional Medical Center, it is our privilege to serve you.

Sincerely,

**Davide Carbone,**  
Chief Executive Officer

# Our Locations



## HOSPITALS

- H** CENTRAL FLORIDA REGIONAL HOSPITAL  
Sanford, Florida
- H** OSCEOLA REGIONAL MEDICAL CENTER  
Kissimmee, Florida
- H** OVIEDO MEDICAL CENTER  
Poinciana, Florida
- H** POINCIANA MEDICAL CENTER  
Poinciana, Florida

## SURGERY CENTERS

- 1** FLORIDA SURGERY CENTER  
Altamonte Springs, Florida
- 2** KISSIMMEE SURGERY CENTER  
Kissimmee, Florida
- 3** MERRITT ISLAND SURGERY CENTER  
Merritt Island, Florida
- 4** SAME DAY SURGICENTER OF ORLANDO  
Orlando, Florida

## IMAGING CENTERS

- 1** LAD IMAGING  
Deltona, Florida
- 2** OSCEOLA IMAGING & BREAST CARE CENTER  
Kissimmee, Florida

## FREESTANDING ERS

- +** HUNTER'S CREEK ER  
Hunter's Creek, Florida

## URGENT CARE

- +** CARENOW  
Winter Springs, Florida

# About Us

Osceola Regional Medical Center is a Joint Commission accredited, 332-bed full-service hospital featuring state-of-the-art technology and a highly skilled team of physicians and medical professionals. Located in Kissimmee, just minutes away from Orlando, St. Cloud, Celebration and Poinciana, Osceola Regional Medical Center is committed to providing accessible high-standard health care to our communities.

Nationally recognized as a Top Performer in Key Quality Measures by the Joint Commission, 2015 Top Urban Hospital by Leapfrog, designated by the state as a Trauma Center Level II, and being the largest hospital in Osceola County, Osceola Regional Medical Center offers a full range of specialized health care services such as the Heart and Vascular Institute, Advanced Primary Stroke Center, Certified Chest Pain Center with Percutaneous Coronary Intervention (PCI), Pediatric Emergency Room, Pediatric Inpatient and Intensive



Care Units, the Baby Suites birthing unit with Neonatology Intensive Care Unit Level II, Orthopedic & Spine Center, Behavioral Health Center with Outpatient Services and a freestanding Emergency Department in Hunter's Creek which serves South Orlando.

Osceola Regional's commitment for quality and growth is evident as their parent company, HCA, and the University of Central Florida College of Medicine has announced a graduate education consortium which will increase the number of residencies and fellowship at Osceola Regional Medical Center and throughout the state of Florida.

# 2016 Community Impact Summary

## Statistics

Number of Licensed Beds	332
Total Patients Treated	143,197
Annual Hospital Admissions	23,598
Annual Emergency Visits	97,085
Total Medicaid Patients Treated	42,755
<b>Medicaid Market Share</b>	<b>35.77%</b>
Total Uninsured Patients Treated <sup>1</sup>	20,906
<b>Uninsured Market Share</b>	<b>43.53%</b>

(1) excludes Medicaid patients treated

## Our Hospital Family

Total Employees	1,511
Total Physicians	491
Total Volunteers	337

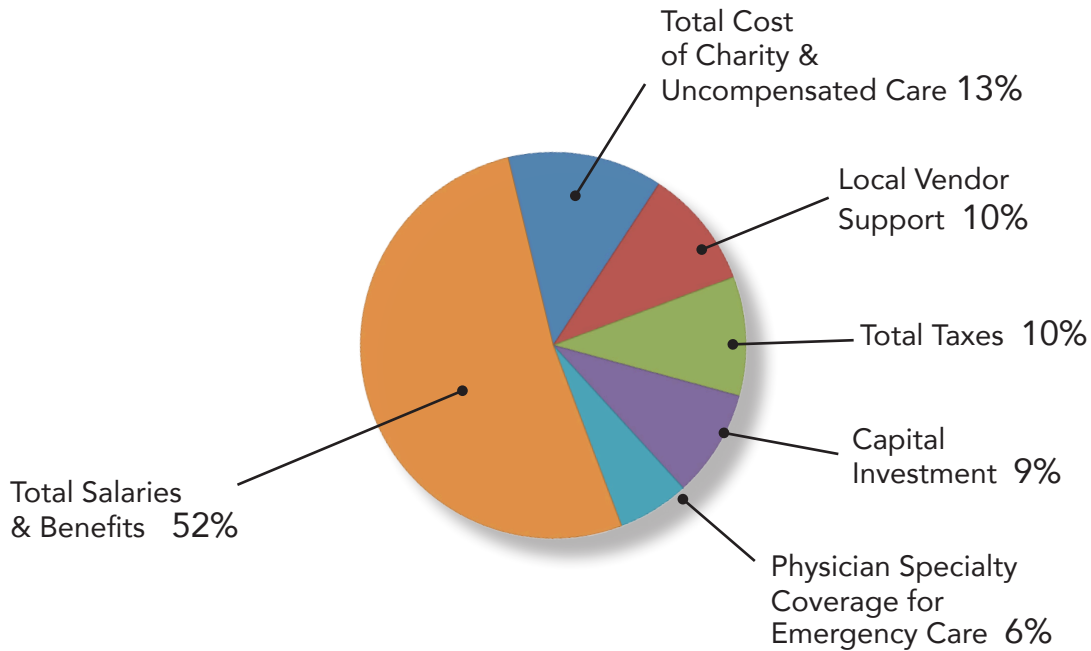


**PINKtober!** Osceola Regional's staff shows their support of Breast Cancer Awareness Month by wearing PINK!

# Economic Impact

<b>Total Salaries &amp; Benefits</b>	<b>\$ 137,994,216</b>
<b>Cost of Charity &amp; Uncompensated Care</b>	<b>\$ 34,773,316</b>
Taxes Paid:	
Federal Income Tax	\$ 16,692,274
State Income Tax	\$ 1,875,465
Indigent Care Tax	\$ 4,644,035
Property Tax	\$ 1,874,631
Sales Tax	\$ 1,688,541
Other Local Tax	\$ 60,709
<b>Total Taxes</b>	<b>\$ 26,835,655</b>
<b>Capital Investment<sup>1</sup></b>	<b>\$ 22,508,580</b>
<b>Total Local Vendor Support</b>	<b>\$ 26,474,542</b>
Minority & Women Owned Business Support	\$ 2,043,932
<b>Physician Specialty Coverage for Emergency Care</b>	<b>\$ 15,348,850</b>
<b>TOTAL Economic Impact</b>	<b>\$ 263,935,158</b>

(1) 5 year annual average  
FY 2015 statistics



# Giving Back To Our Community

Osceola Regional Medical Center, which is affiliated with HCA North Florida hospitals, provides financial and volunteer support to countless civic organizations, schools, colleges, community projects and charitable organizations in their communities. Our hospital also sponsors a wide range of community health information programs, screenings and seminars, which are posted on our hospital website, on the Classes and Events calendar.

## Going Green

HCA hospitals are involved with green initiatives at the facility level and in many cases in the greater community. HCA is an active member of Practice Greenhealth, an industry leader in sustainable, eco-friendly practices. It is part of our commitment to have a comprehensive environmental strategy in concert with our mission of the care and improvement of human life.

## Consult-A-Nurse®

Free Physician Referral and Health Information is available around the clock by calling 1-800-447-8206. Registered Nurses are available for consultation through this bi-lingual community service, which also registers people for the numerous community education classes and programs sponsored by Osceola Regional Medical Center.

## Benefit Enrollment Assistance

We are committed to helping uninsured patients qualify for local and state health benefits programs. Our hospital offers on-site benefit education and Medicaid enrollment assistance.

## Health Partners

We partner with a wide range of resources, including HealthGrades and Sharecare, to bring our communities the latest health information, quickly and conveniently.

## Hurricane Preparedness

We offer one of the most comprehensive hurricane preparedness plans to ensure our patients and our staff who care for them are safe before, during and after a storm. HCA North Florida has contracts with vendors from around the state and nation to provide support from on-site security, to generators, to food. Transfer process and plans with our network of hospitals across the country also exist should patients need to be relocated.

## Social Media

Osceola Regional Medical Center has a social media presence to educate and engage our patients and the communities we serve as fully as possible. Links to Facebook, Twitter, and YouTube channel can be found on our hospital website.



## Volunteering

Countless hours of volunteering were performed by members of Osceola Regional Medical Center last year. From providing healthcare screenings and expertise, to serving on Chamber Boards and nonprofit advocacy, our staff, volunteers and physicians give back to our community, inside and outside of our facility.

## A Partial Listing of Organizations Benefiting From Our Involvement:

American Cancer Society  
American Diabetes Association  
American Heart Association  
American Lung Association  
Babies R' Us  
Better Breathers Club  
Blood Bank  
Boy Scouts  
Boys and Girls Club  
Chambers of Commerce  
City of Kissimmee  
Community Colleges  
Community Redevelopment Agency

Education Foundation Osceola County  
Good Samaritan Services  
HCA Hope Fund  
Heavenly Hooves  
H2U  
Hispanic Business Council  
Hospice  
Hunter's Creek Super Seniors  
Kissimmee Main Street  
March of Dimes  
Medical Associations & Societies  
Mended Hearts of Osceola  
NAMI

Osceola County  
Osceola County Fair/Kissimmee  
Valley Lifestock Celebration Foundation  
Osceola Woman Show  
Osceola County YMCA  
Poinciana Library  
Silver Spurs  
St. Thomas Aquinas Medical Center  
Sunshine Foundation  
Tobacco Free Florida  
Valencia College

# Accreditations and Recognitions

- Top Performer in Six Key Quality Measures: Heart Attack, Heart Failure, Perinatal Care, Pneumonia, Stroke and Surgical Care – Joint Commission
- Advanced Certification in Breast, Colorectal and Lung Cancer – Joint Commission
- Advanced Certification in Hip and Knee – Joint Commission
- Advanced Certification in Primary Stroke Center – Joint Commission and American Heart and Stroke Association
- Get with the Guidelines Heart Failure Gold Plus – American Heart Association
- Get with the Guidelines Stroke Gold Plus and Target: Elite Honor Roll – American Heart and Stroke Association
- Accredited Chest Pain Center with PCI – American College of Cardiology
- NCDR Action Registry Get with the Guidelines Platinum Performance Award – American College of Cardiology Foundation
- Blue Distinction Center for Cardiac Care® – Blue Cross/Blue Shield
- Blue Distinction Center for Maternity Care® – Blue Cross/Blue Shield
- Accredited Cancer Program – Commission on Cancer (CoC) of the American College of Surgeons (ACoS)
- Top Hospital 2016 – Orlando Business Journal

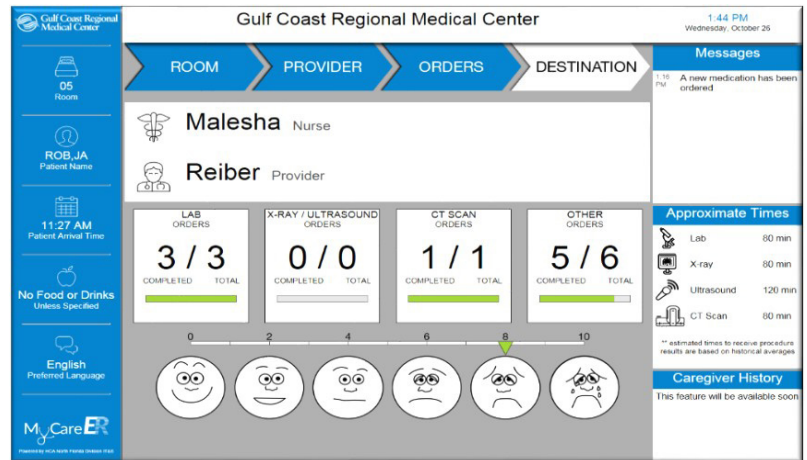
Osceola Regional's Cardiac Rehab team received the American Heart Association's 2016 GWTG Heart Failure Gold Plus Award



# Quality & Patient Safety

## MyCareER

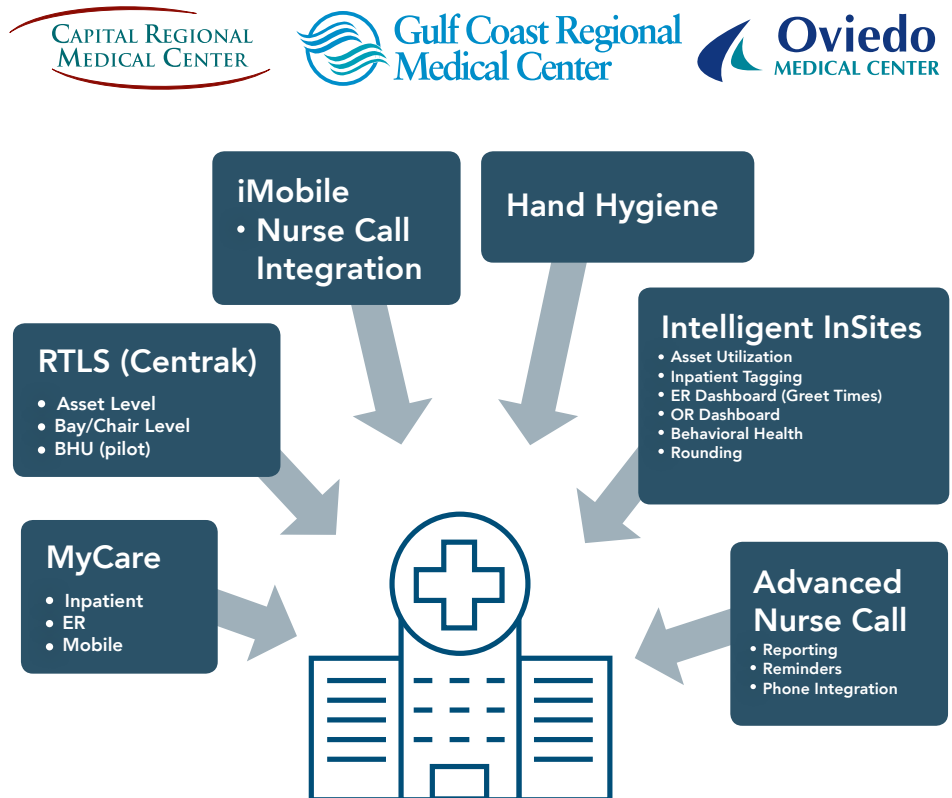
To help keep patients and family more informed in the ER, North Florida HCA facilities have installed MyCareER, an electronic whiteboard in each ER room that provides real time updates of a patient's visit. The board shows what medical staff is a part of their care team, how many and what type of medical orders have been placed, as well as approximate turnaround times and status of each order type. MyCareER is just another way we can simplify communication and help to relax our patients during a stressful time.



## Hospital of the Future

Cutting-edge technology is what makes our facilities perform like hospitals of the future. Oviedo Medical Center, Capital Regional Medical Center and Gulf Coast Regional Medical Center are leading the way for technological advancements that enhance patient safety and communication across teams of doctors and nurses.

High-tech, real-time locating systems help staff locate highly used mobile equipment anywhere in the hospital, and staff members are equipped with iMobile smart phones with secure texting and voice communication to quickly help identify care providers when someone needs assistance. Additionally, patient safety is increased by measures like new nurse call technology, which activates custom safety settings on beds with alerts that automatically cancel and reset when a caregiver enters or leaves the room. There is also hand hygiene compliance monitoring that detects whether staff "foam in and out" of work, sending reminders and reporting those who fail to comply.



Our "Hospital of the Future" utilizes state-of-the-art technology to support the Connected Care vision. This vision enables the HCA clinicians to provide safe, effective care, leading to improved patient, family and staff experiences and better patient outcomes.



# Specialized Care

## Heart and Vascular Institute

The Heart and Vascular Institute at Osceola Regional Medical Center ensures that life-saving technology and the latest minimally invasive techniques are available in our communities – and close to home. As the only Accredited Chest Pain Center with PCI in the county, we are consistently beating the national STEMI benchmark of 90 minutes, dramatically improving the lives of our patients experiencing a heart attack.

STEMI (ST-Elevation Myocardial Infarction) is considered to be one of the deadliest heart attacks. Innovative procedures such as Radial Access STEMI happen at the Institute where the heart vessel is unblocked through the wrist versus the groin area. This procedure offers less complications, less bleeding and faster recovery for patients.

The latest surgical techniques for vascular and heart surgery, minimally invasive mitral valve repair and atrial fibrillation treatment provide a safer alternative for patients suffering from these conditions, improving their quality of life and reducing their risk for other serious complications.

Osceola Regional's Heart and Vascular Institute is also one of only 150 hospitals in the U.S. approved to offer patients the Transcatheter Aortic Valve Replacement (TAVR) procedure. This minimally invasive procedure offers a new option for patients and allows our specially trained TAVR team to replace an aortic heart valve without open-heart surgery.

Our Cardiac Catheterization and Electrophysiology Labs offer state-of-the-art technology and treatments for invasive and noninvasive cardiac procedures. Additionally, our hospital offers a specialized Cardiac Decision Unit where patients can be rapidly assessed and diagnosed prior to admission.

Cardiovascular Hybrid Operating Room combines an operating suite with a cardiac catheterization laboratory (cath lab) and peripheral angiographic imaging capabilities.



Heart Recovery Reunion patients left to right: Jamie Gayhart, Daune Ackerman, Darlene Parady and Samir Soliman

**"The Impella pump device along with the doctors, the people in the Cath Lab, Cardiovascular ICU, and everybody working together kept me alive! If it wasn't for those people I wouldn't be here, I trust them with my life!" ~ Daune Ackerman, Heart Attack Patient**

This allows the patient to undergo a cath procedure followed by an open heart procedure in the same room as well as TAVR procedures.

Our Institute has been recognized for excellence in cardiac surgery by The Society of Thoracic Surgeons (STS), received awards from the American Heart Association for excellent performance consistently in Heart Failure, awards in Heart Attack care by the American College of Cardiology and the Joint Commission Top Performer in Key Quality Measures including Heart Attacks, Heart Failure and Surgical Care. The Heart and Vascular Institute is also a Blue Distinction Center for Cardiac Care® and certified in carotid stenting by the Centers of Medicare and Medicaid Services.

## Emergency and Trauma Center

Our strong focus on enhancing emergency care and improving processes continues to keep our ER wait times below national averages, but more importantly we are exceeding national guidelines in delivering care quickly, when it matters most. ER wait time averages, are featured on our hospital website and via text (Text ER to 23000).



Dr. Tracy Bilski, Trauma Medical Director with Trauma Survivor David Testa

**"I know that I'm still alive because the Trauma Center is located here in Kissimmee." ~ David Testa, Trauma Survivor**

Osceola Regional is an accredited Level IV Chest Pain Center with Percutaneous Coronary Intervention (PCI)" and has earned certification by the Joint Commission as an Advanced Primary Stroke Center – the only two centers in Osceola County.

One of our specialized emergency services is our Pediatric ER, which is staffed with board certified pediatric ER doctors and specialty trained nurses in pediatric emergency care and pediatric advanced life support. It features a separate emergency department for our smaller patient including a pediatric waiting area, triage room, and specially decorated pediatric rooms with specific pediatric sized equipment.

All pediatric emergency services are supported by our new inpatient pediatric unit and pediatric intensive care units designed to care for critically ill children attended by Nemours specialists in critical pediatric care.

As of July 2016, Osceola Regional Medical Center has been designated as a Level II Trauma Center by the Florida Department of Health. Every 90 seconds, one person is treated for a traumatic injury.\* For trauma patients who live

in Osceola, Orange, Lake and Polk counties, every second counts. Studies show the sooner patients get to a trauma center, the better their chances are for survival. 1 in 5 people are more likely to survive a traumatic injury in a state with an established trauma system than one without.

We've always offered advanced care in our Emergency Room, but now with exceptional trauma-trained staff, the emergency response power of EMS and our partnership with USF College of Medicine, we are able to provide our community with high quality trauma care that is close to home.

\*Sources: U.S. statistics: [nationaltraumainstitute.com](http://nationaltraumainstitute.com); [traumacenters.org](http://traumacenters.org)

## Neurosciences and Stroke Care

Osceola Regional Medical Center has earned Joint Commission certification as an Advanced Primary Stroke Center, the gold standard for ensuring the highest level of care is immediately available. As the only Advanced Primary Stroke Center in Osceola County and soon to become the only Comprehensive Stroke Center in the area, Osceola Regional is especially proud to have earned the distinguished Gold Plus Performance Achievement Award by the American Heart and Stroke Association for following and exceeding guidelines in stroke key measures for four consecutive years plus the Target: Elite Honor Roll recognition.

The hospital features a dedicated Neuroscience/Trauma Intensive Care Unit as well as a dedicated Stroke Unit with the latest technology available and a team of specialists and medical professionals ready to recognize, evaluate, and treat Neurology patients utilizing clinical practice guidelines to ensure optimal patient outcomes. The Stroke program as well as future Neuroscience programs will look at the entire care continuum from pre-hospital to post-hospital care coordination to ensure a seamless transition from one patient care area to the next all the way to post discharge follow-up care and support within the community.

## Accredited Cancer Care

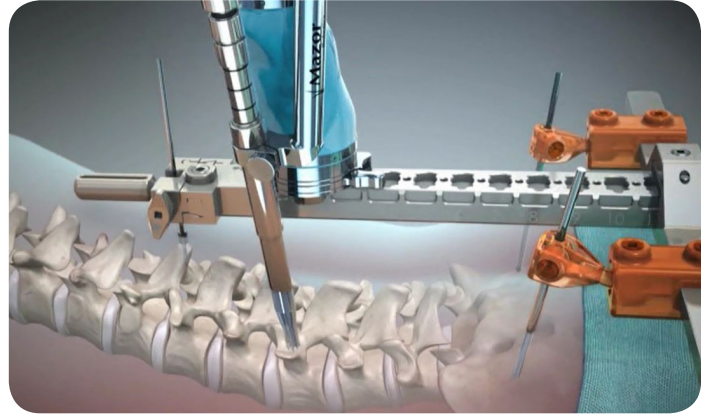
Cancer is the second leading cause of death in Osceola County, exceeded only by heart disease. Our hospital is committed to quality care by striving to meet and exceed the many standards required for the American College of Surgeons' Commission on Cancer (ACoS CoC) Accreditation. Osceola Regional Medical Center continues to achieve Accredited Cancer Center designation from the ACoS CoC and has also been awarded special certifications from the Joint Commission on lung, breast and colon cancer care - the only facility in the State of Florida with this certification from the Joint Commission.

Since most cancer patients require multiple types of treatment, good communication between providers is essential. One of the best ways to accomplish this is through tumor board reviews, where a variety of medical specialists including surgeons, medical oncologists, radiation oncologists, pathologists, radiologists and hospital clinical and support staff meet regularly to proactively review patient cases.

Advanced technology is another commitment with our hospitals providing patients the latest in everything from digital mammography for early detection to minimally invasive surgery for treatment. Robotic technology is taking surgery beyond the limits of the human hand, introducing precise, versatile instrument movement combined with the ability to see a three-dimensional visualization of the operative site. Osceola Regional Medical Center utilizes the da Vinci® Robotic System for gynecology and gynecologic oncology cases leaving minimal incisions scars and faster recovery for our patients.

## Orthopedic and Spine Center

The Orthopedic and Spine Center provides a comprehensive, multidisciplinary approach to the treatment of patients with minimally invasive joint and spinal surgery. The hospital has been recognized for Joint Commission Disease-Specific in hip and knee replacement excellence.



Mazor Robotic Surgery Systems allow surgeons to perform minimally invasive spine surgery resulting in smaller incisions, less pain, and faster recovery for patients.

Our surgeons are committed to performing the latest innovations in their field with advanced orthopedic procedures including minimally invasive partial knee replacement. Additionally, our neurosurgeons perform the most minimally invasive procedures available today to include Mazor Robotic System for spinal fusions, with outstanding outcomes and greatly reduced hospital stays. We also have Arthrex 4K arthroscopic equipment, the latest arthroscopic technology for orthopedic surgery.

The Orthopedic and Spine Center is designed for optimal comfort following surgery with surgeons supported by a professional team of specially trained nurses, physical therapists, pain management experts, case managers and dietitians to focus on wellness and quick recovery. The hospital also offers special amenities and private rooms to encourage a quick return to everyday activities and immediate family involvement in the recovery process.

## Surgical Solutions

Osceola Regional offers some of the most efficient and well equipped operating rooms in the area. Advanced systems from scheduling to pre-op and discharge planning ensure that patients receive the care they need, while providing a variety of enhanced communications such as waiting room monitors and free Wi-Fi to keep families updated on the patient's progress.

From single incision laparoscopic surgery to the Single Site daVinci® Robotic System and Mazor Robotics, our hospital provides surgeons the tools they need to perform complex and delicate procedures through tiny incisions, with unmatched precision. The da Vinci® Robotic Surgical System and Mazor are a few of the latest advancements in minimally invasive surgery. For patients, this means less blood loss, scarring, and quicker recovery to return to normal daily activities. Our comprehensive robotic program offers multiple specialties such as: general surgery, gynecologic, gynecologic oncology, thoracic and spine surgery.

## Imaging Services

Osceola Regional Medical Center provides a comprehensive array of inpatient and outpatient imaging services. We are committed to offering imaging services needed across the full continuum of a patient's care and to Responsible Imaging, which includes a number of patient safety practices such as using the lowest reasonably achievable utilization of medical radiation during exams that involve radiation.

The Osceola Imaging and Breast Center features a full range of outpatient diagnostic imaging services and offers convenience by providing walk-in appointments, minimal wait times, free accessible parking, and a professional and bilingual healthcare staff to assist you with your healthcare needs. Osceola Imaging Center houses the Breast Care Center, which offers women advanced screening and diagnostic technology in a convenient and comfortable setting. The Breast Care Center is also accredited by the American College of Radiology.

Diagnostic services available at the outpatient Osceola Imaging and Breast Center:

- Breast MRI
- DEXA/Bone Densitometry
- Digital Mammography
- 3T MRI Magnet
- MRI-Guided Biopsy
- Ultrasound-Guided Biopsy
- Ultrasound
- X-Ray

Diagnostic Services available at Osceola Regional Medical Center:

- CT Scan
- Echocardiogram
- EKG
- Fluoroscopy
- Interventional Angiography
- MRA/MR
- Nuclear Medicine
- Ultrasound
- X-Ray

## Behavioral Health

The Behavioral Health Center offers a multidisciplinary approach that provides compassionate psychiatric and mental health care in a safe private and healing environment. Opened in December of 2014, behavioral health patients with other clinical co-morbidities can be treated clinically



Osceola Regional volunteers, family and friends support Mental illness by fundraising and participating in NAMI Walks.

in the hospital setting as well as addressing behavioral health inpatient and outpatient needs. The inpatient center consists of the latest technology in security with modern interior decor rooms promoting tranquility and comfort, 24-hour psychiatric coverage, group therapy room and activities room. Its Trauma-Informed Approach therapeutic interventions are designed specifically to address the consequences of trauma and to facilitate healing.

As a Designated Baker-Act Receiving Facility, the program includes an Emergency Department Behavioral Health Intake Unit, and Outpatient Services adjacent to the hospital campus such as Intensive Outpatient Behavioral Health Counseling Services (IOP) and Partial Hospitalization Counseling Services Program (PHP).



## Women's Services

Our commitment to women's services, from childbirth to digital mammography and innovative surgical options using robotics, is unsurpassed. Our Breast Care Center offers a unique experience, dedicated to treating women in a warm and relaxing atmosphere while providing sophisticated technology. Our compassionate team of specially trained physicians and certified female technicians work with women to educate them on breast health and provide one-on-one support when needed.

Our Baby Suites and Neonatal Intensive Care Unit (NICU) Level II offer expectant mothers a modern and warm birthing experience while having access to the expertise needed in the event of an emergency. Our highly trained nursing staff and neonatologists from Nemours Children's Health Systems provide specialized care for premature and critically ill newborns around the clock without having to transport them outside the community. Discharged new mothers and family members have the convenience of staying closer to the new addition to the family in the event their baby needs to remain in the hospital for specialized care in the NICU Level II, the only one in Osceola County.

The NICU Level II will soon expand and a NICU Level III will be added to increase Osceola Regional's capacity and level of care to treat babies as young as 24 weeks. The new NICU Level III will open in the summer of 2017 with accommodations for breastfeeding moms and parent sleeping while maintaining a family oriented atmosphere.

## Pediatric Services

In addition to our dedicated Pediatric ER for children and in collaboration with Nemours Children's Health Systems, Osceola Regional Medical Center opened a new Pediatric Unit and Pediatric Intensive Care Unit in 2016 – to provide highly skilled care for our younger patients.

The beautiful and modern facility is centered on each child's and their parent's needs. The units are staffed by onsite Nemours Pediatric Intensivists 24/7. With Pediatric Emergency Physicians, compassionate Pediatric Nurses, Pediatric Intensivists Specialists from Nemours Children's Health Systems, and tenured local pediatricians, there is no need to drive outside the community to receive prompt, high quality care you can trust.

Affiliation with Nemours Children's Health System provides Nemours Pediatric Specialists at Osceola Regional's Pediatric Inpatient, PICU, NICU and Baby Suites Nursery.





Osceola Regional's New Emergency Medicine Residency Program residents and faculty.

## Wound Care

The Wound Healing Center staff consists of a well-trained, multi-specialty team of dedicated physicians, nurses and a physical therapist most of whom are board certified in wound management and dedicated to healing chronic wounds. The center sees a large variety of all types of wounds with the most common being diabetic, venous ulcers and local trauma from patients all over Central Florida.

We also offer special treatments, such as Hyperbaric Oxygen Therapy, growth factor therapy, bio-engineered skin grafts, total contact casting, ultrasound debridement and a novel new antimicrobial therapy. Our benchmarked healing rates are consistently higher than the national comparative data.

## Graduate Medical Education

Osceola Regional Medical Center became a teaching hospital in 2014 welcoming newly graduated physicians into their specialization program. The American Osteopathic Association approved an Obstetrics and Gynecology Residency Program (the first of its kind in the Southeast) and the Accreditation Council of Graduate Medical Education (ACGME) approved initial accreditation for an Internal Medicine Residency Program sponsored by the University of Central Florida College of Medicine.

In 2016, Osceola Regional received 3 more ACGME initial residency program accreditations (Emergency Medicine, April 2016; Obstetrics and Gynecology, November 2016 and Transitional Year, December 2016) along with receiving continued accreditation of our Internal Medicine Residency Program (November 2016).

The Graduate Medical Education Program continues to grow with the recent addition of the ACGME Neurology Residency Program. Newly graduated physicians are given the opportunity to gain the clinical experience and knowledge needed to become highly qualified physicians in these specialties through their training at Osceola Regional. We are committed to serve our community by addressing the current shortage of physicians in the area.

## H2U

Health to You (h2u) provides wellness solutions through its consumer and employer wellness programs. Among the many benefits of membership are a Personal Health Assessment, Online Health Portal and Subscriptions to eHealth News, national discounts on products and services and quarterly magazines. Additionally, sponsoring hospitals offer a host of activities and events in their local community for members to support social as well as physical health.

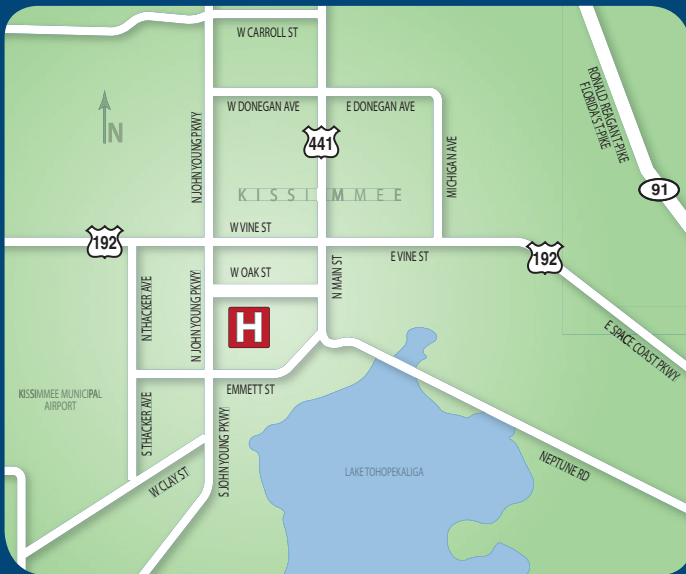


# Services

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- 24-Hour Emergency Services
- Trauma Center Level II\*
- Separate Pediatric ER\*
- Accredited Chest Pain Center with PCI\*
- Certified Advanced Primary Stroke Center\*
- ER Intake for Behavioral Health
- Hunter's Creek ER
- Baby Suites Labor & Delivery Maternity
- Neonatal ICU (NICU) Level II\*
- Neonatologists from Nemours Onsite\*
- 24-Hour OB Physician Onsite Coverage\*
- 24-Hour OB Anesthesia\*
- Minimally Invasive Gynecologic Procedures
- Minimally Invasive Robotic Surgery – daVinci
- Minimally Invasive Robotic Surgery - Mazor
- Osceola Imaging and Breast Center
- Pediatric Inpatient Unit – NEW
- Pediatric Intensive Care Unit (PICU) – NEW \*
- Pediatric Intensivists from Nemours Onsite\*
- Heart and Vascular Institute\*
- Cardiovascular Surgery & Minimally Invasive Procedures\*
- Cardiovascular Hybrid Operating Room\*
- Catheterization Labs
- Electrophysiology Labs\*
- Heart Failure and Valve Clinic\*
- Minimally Invasive Heart Valve Surgery\*
- Minimally Invasive Vascular Surgery
- Minimally Invasive TAVR for Aortic Stenosis\*
- Radial (Wrist)-Approach for STEMI (Heart Attack)
- Orthopedic and Spine Center
- Outpatient Rehab - Kissimmee Physical Therapy Center
- Oncology - Cancer Care Program
- Behavioral Health Center
- Behavioral Outpatient Center
- Graduate Medical Education
- Neurosciences Intensive Care Unit
- Pre-Operative, Robotic Surgery and Endoscopy
- Wound Healing Center & Hyperbaric

\* Only one in Osceola County



Osceola Regional Medical Center is centrally located on West Oak Street, two blocks west of 441 Hwy in Kissimmee, Florida, just minutes from Orlando.

**Consult-A-Nurse®**  
Call 1-800-447-8206 for physician referrals, information and registration for classes or events, and answers to health questions by registered nurses. Consult-A-Nurse is a free service sponsored by Osceola Regional Medical Center and available 24/7.



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