



Healing of the sick requires teamwork of the highest level, and we are proud of our board of trustees, physicians, employees and volunteers who work together to serve our community's medical needs.

Together, we accomplished a great deal in 2016. We touched over 72,000 lives, admitting over 3,000 patients and serving more than 50,000 outpatient visits. The emergency department alone received over 19,000 patients urgently seeking care.

The high standards set by our dedicated healthcare professionals have drawn the attention of national accrediting bodies and respected agencies, including:

- The Joint Commission
- Society of Cardiovascular Patient Care
- American College of Radiology
- American Association for Respiratory Care
- College of American Pathologists
- Undersea and Hyperbaric Medicine Society
- Agency for Health Care Administration
- Nurses Improving Care for Healthsystem Elders

We put our patients first when it comes to safety, quality and environment of care.

- All-private patient rooms.
- 30-minutes-or-less ER service pledge with an average door to provider time of 15 minutes.
- Senior-friendly ER with staff that have received advanced training in geriatrics and with physical upgrades to include muted lighting, contrasting paint colors and larger communication tools.
- Hourly rounding to anticipate and address the needs of our patients.
- Nurse bedside shift reporting to ensure the safe handoff of care between nurses by involving our patients and their family.
- Personalized catering. Like a full-service restaurant, we have designated dining associates that visit patients, take their menu orders and deliver their meals. We also have the *Snaxi Taxi* that rounds on patients in the afternoons with coffee, warm cookies, puzzles and books.

We continue to grow with our growing community.

- In 2016, we recruited 3 specialty physicians to our community.
- Opened January 2017: The Joint Commission accredited Bayfront Health Home Infusion.
- Opened April 2017: Inpatient Medical Detox Services.
- Coming soon 2017:
 - Intensive Outpatient Program to complement our inpatient and clinic behavioral health programs
 - Electro Convulsive Therapy to aid certain mental illnesses
 - Expanded Rehab and Wellness services

We are here to serve our patients. As a leader in our community, I invite your candid feedback and thank you for your support.

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