



IT'S PERSONAL.

**2018-19
COMMUNITY
BENEFIT REPORT**

The Villages®
Regional Hospital



The Villages® Regional Hospital is a leader in providing top rated health care throughout Lake and Sumter counties. The physicians, team members and our invaluable volunteers are each committed to providing excellent care at our hospital and within our many related healthcare facilities.



Dear Neighbors,

When you suddenly become ill, the only thing that matters in life is your health. During times like these, each and every one of us at The Villages® Regional Hospital knows that we play a very specific and critical role in getting you back to health.

In fact, it's personal. It's how we measure our character, our skill, and our benefit to the community. It's what gets us up in the morning and keeps us coming back. Our dedicated team members arrive every day prepared to share a knowing smile while going the extra mile, and they leave reflecting on the opportunities they had to make a lasting impact on you and your family. It's not enough to rest on our accolades and accreditations, we must make it personal in order to make our community better. It's the difference between providing patient care and participating in it. It's skill-plus-determination-plus-heart. That is why we all consider ourselves as

“caregivers.” We are financial advisors, mail carriers, technicians, nutritionists and nurses. We are administrative assistants, fundraisers and environmental services workers. Our personal stories and drive fuel our passion for your care.

That's why when the one and only thing that matters to you is health, restoring your health is the one and only thing that matters to each of us.

In Good Health,

A handwritten signature in black ink that reads "Donald G. Henderson".

Donald G. Henderson, FACHE
President and CEO of Central Florida Health



TO The Villages® Regional Hospital,
IT'S PERSONAL.

“When the one and only thing that matters to you is health, restoring your health is the one and only thing that matters to each of us.”

— DONALD G. HENDERSON, FACHE
PRESIDENT AND CEO OF CENTRAL FLORIDA HEALTH

2018: BY THE NUMBERS



13,817

ADMISSIONS



36,368

EMERGENCY
DEPARTMENT
VISITS



307

BEDS



6,885

SURGERIES



419

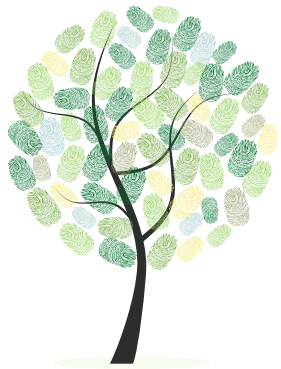
TVRH
REHABILITATION
HOSPITAL
ADMISSIONS



5,865

HEART
CATHETERIZATIONS

Investing IN OUR COMMUNITY



\$17,021,234

**TOTAL INVESTMENT BY
THE VILLAGES® REGIONAL
HOSPITAL TO OUR
COMMUNITY**



\$8,825,275

**Benefit to the underprivileged
(Charity Care).**

This reflects the shortfall between what The Villages® Regional Hospital receives in Medicare reimbursements and the actual cost of providing such care. (Charity Care does not include bad debt.)

\$535,258*

**Benefit to the community's overall
health and wellness.**

The value of The Villages® Regional Hospital providing health education and screenings, along with donations to support improving the community's quality of life through local organizations.

\$7,660,701

**Benefit to the community by
investing in capital improvement.**

Costs to ensure The Villages® Regional Hospital's facilities and technology allow for the best possible community care by its staff.

* SYSTEM WIDE FIGURE
(FISCAL YEAR 2018)



DAVID PRUETT, RN
Emergency Department, 18 years

When you're caring for patients in the emergency department (ED), it helps to be a do-it-yourself kind of guy. David Pruett likes the immediacy of his work and feels a sense of pride knowing his patients are moving on from the ED in better shape than when they arrived. He is probably making a difference right now.

TO DAVID,
IT'S PERSONAL. 



SHELLY SCARBROUGH
TVRH Auxiliary Foundation, 21 years

Shelly says that everyone has a chance to be a superhero to patients. No matter how you pitch in, you own a piece of the patient experience. That's how Shelly views her generous foundation donors — as owners. When we all take responsibility in caring for our neighbors, we are all superheroes.

 TO SHELLY,
IT'S PERSONAL.

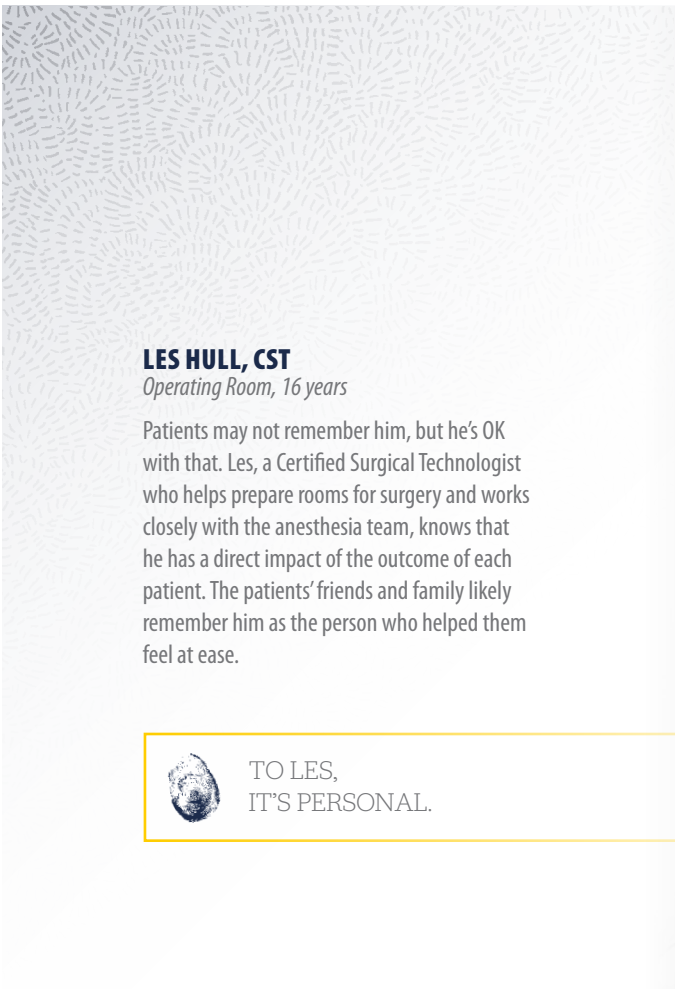


MELVIN GELVEZON

Supply Chain, 14 years

While on his mail routes at The Villages® Regional Hospital and Leesburg Regional Medical Center, Melvin thinks about two things: efficiency and communication. He strives to be better knowing that all the while, there are patients everywhere around him striving to do the same. Stopping to help patients and guests along the way, he takes pride in knowing he makes a difference.

TO MELVIN,
IT'S PERSONAL.



LES HULL, CST

Operating Room, 16 years

Patients may not remember him, but he's OK with that. Les, a Certified Surgical Technologist who helps prepare rooms for surgery and works closely with the anesthesia team, knows that he has a direct impact of the outcome of each patient. The patients' friends and family likely remember him as the person who helped them feel at ease.



TO LES,
IT'S PERSONAL.

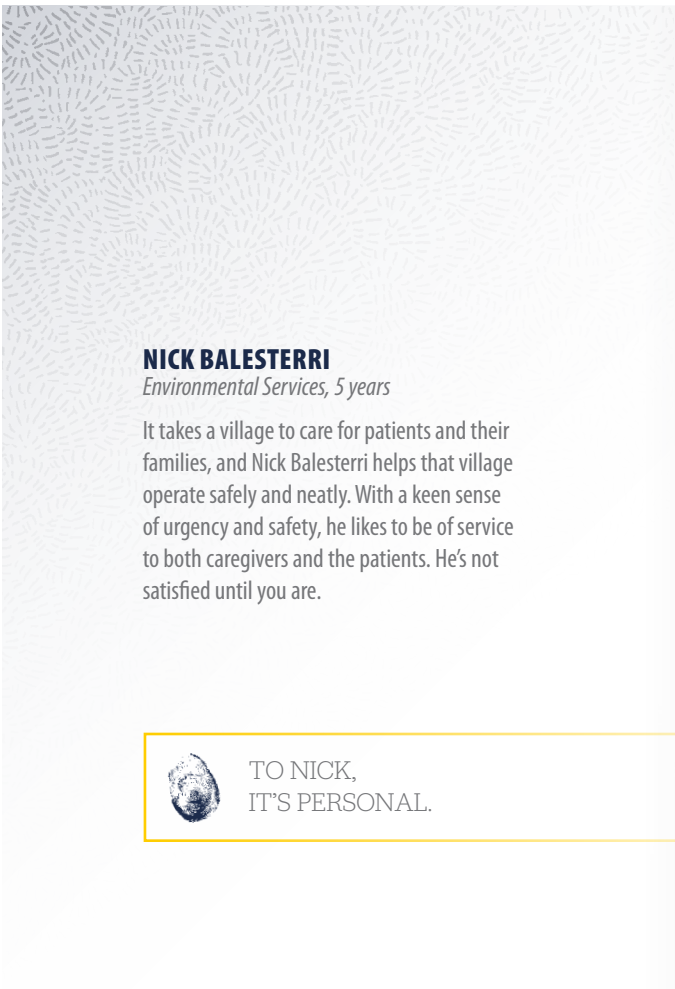


PATTY KOHLER

Patient Registration, 24 years

One look into Patty's eyes, and you know that, to her, you are the only one that matters. When patients come into the hospital, they know that they have her full attention. Patty takes her time helping patients understand Medicaid and other financial assistance programs. She knows that she has the power to help remove stress and aid in the recovery process.

TO PATTY,
IT'S PERSONAL. 



NICK BALESTERRI

Environmental Services, 5 years

It takes a village to care for patients and their families, and Nick Balesterri helps that village operate safely and neatly. With a keen sense of urgency and safety, he likes to be of service to both caregivers and the patients. He's not satisfied until you are.

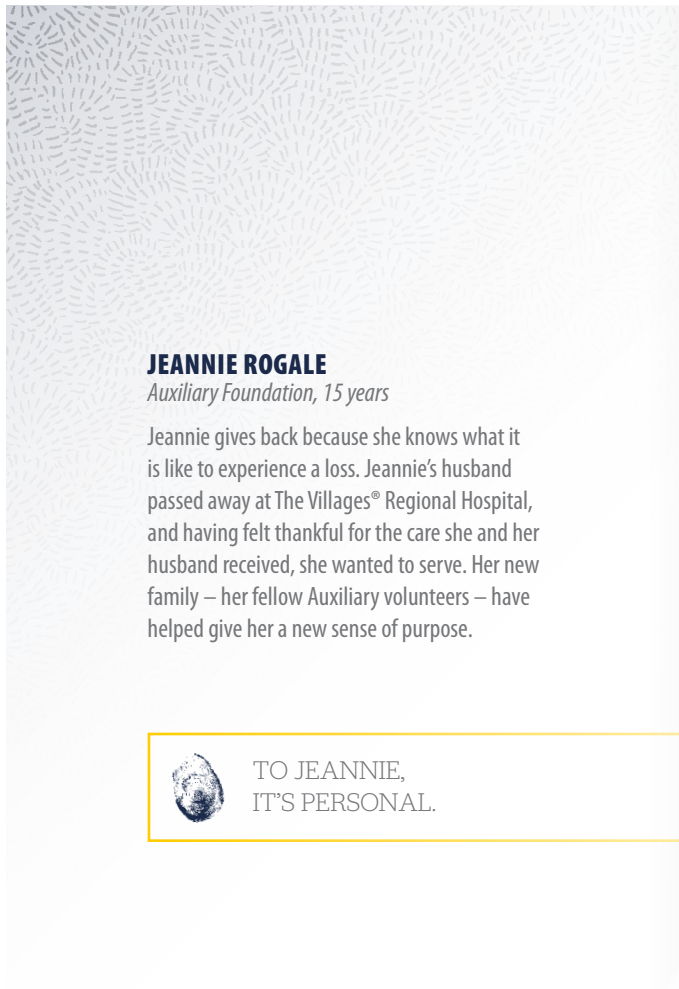
 TO NICK,
IT'S PERSONAL.



NICHOLE HAMPTON, RN
Information Technology, 11 years

Nothing gets lost in translation when Nichole Hampton is on the job. Working between the Information Technology department and nursing staff, Nichole introduces new tools and training to medical staff. The bottom line: she uses her unique experience as an RN and her affinity for technology to optimize care for patients.

TO NICHOLE,
IT'S PERSONAL. 



JEANNIE ROGALE
Auxiliary Foundation, 15 years

Jeannie gives back because she knows what it is like to experience a loss. Jeannie's husband passed away at The Villages® Regional Hospital, and having felt thankful for the care she and her husband received, she wanted to serve. Her new family – her fellow Auxiliary volunteers – have helped give her a new sense of purpose.

 TO JEANNIE,
IT'S PERSONAL.

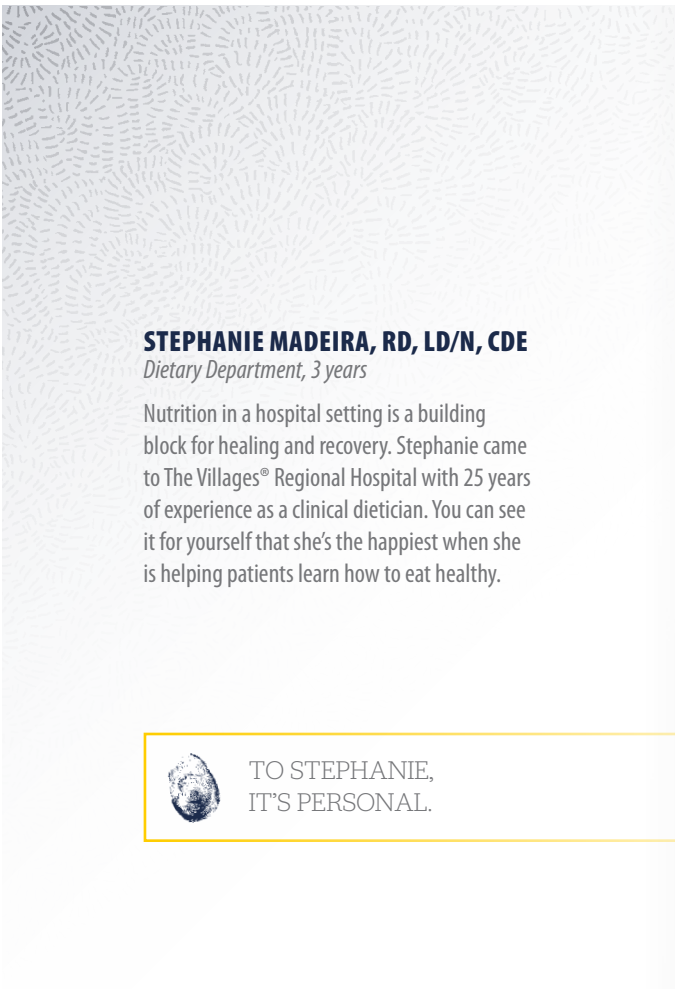


JOSH COON, RN

Cardiac Catheterization Lab, 10 years

Josh Coon is naturally curious. In some of the scariest situations, he can make a patient feel at ease while learning all about their lives and what makes them tick. But he knows that affairs of the heart are serious, which is why he also expects only the best from himself and his team.

TO JOSH,
IT'S PERSONAL.



STEPHANIE MADEIRA, RD, LD/N, CDE

Dietary Department, 3 years

Nutrition in a hospital setting is a building block for healing and recovery. Stephanie came to The Villages® Regional Hospital with 25 years of experience as a clinical dietitian. You can see it for yourself that she's the happiest when she is helping patients learn how to eat healthy.



TO STEPHANIE,
IT'S PERSONAL.



RENEE MERRILL, RN

TVRH Rehabilitation Hospital, 4 years

Renee is one of those unique people who can both see the big picture and appreciate the journey. She is deeply moved by seeing the change in her patients and, whether she's at their bedside or in the back office, she understands how the daily care you provide a patient can lead to the greatest of outcomes — wellness.

TO RENEE,
IT'S PERSONAL.



PATTI DULAC

Administration, 8 years

Patti knows the hospital from top to bottom — that is, every department, every team and each and every floor. She faces new challenges with resourcefulness and calm. She's a team player that knows how to take charge, remain cool under pressure and roll up her sleeves to get things done.



TO PATTI,
IT'S PERSONAL.



HEART FAILURE



Supporting the Hospital

The Villages® Regional Hospital Auxiliary Foundation

(TVRH) Auxiliary Foundation was established in 2013. From the very beginning, community leadership has been the guiding principle for our organization. TVRH Auxiliary Foundation programs benefit our hospital and surrounding communities in many ways. Activities and bequests have generated millions of dollars directed at providing our hospital with lifesaving equipment and materials that enhance patient care and comfort.

In just four short years, our volunteer community grew thirty percent to 950 members donating over 160,000 hours of service while providing millions of dollars in cost savings for the hospital. The volunteers' scope extends to 40 the Hospital Café, Gift Gallery, Ye Olde Thrift Shoppe in Lady Lake and our patient and visitor shuttle service.

Annual Auxiliary Foundation fundraising events include the Hearts for our Hospital Gala (one of the premier black tie events in The Villages), the Cabaret, John Truth & Reflexx reggae concerts and Hearts for our Hospital cycling event, all of which benefits our local community and our Foundation.

TVRH Auxiliary Foundation has established team member scholarships for hospital employees wishing to advance in their career skills. In addition, college and technical scholarships are awarded to area high school students, creating increased professional healthcare opportunities which in turn benefit us all.

Your support and participation remain a critical element in success and continuance of TVRH Auxiliary Foundation programs. Volunteers, donors, and those that attend TVRH Auxiliary Foundations events and activities help provide a brighter future for our communities. Those wishing to know more about volunteering or participating in TVRH Auxiliary Foundation services can call (352) 751-8871 to speak with a member of our team. You may also find us online at TVRHFoundation.org. Please stay in touch with us by downloading the TVRH mobile app for iPhone and Android, available in Apple and Google Play app stores.

accolades

*American College of Cardiology Accredited
Chest Pain Center with PCI and Resuscitation*

*Ranked a Top Place to Work in Healthcare
by Becker's Hospital Review*

*American Heart Association Gold Level
Recognition in Workplace Health Achievement*

*Advanced Certification by The Joint
Commission as a Primary Stroke Center*

*Gold Standard Accreditation by the CEO
Roundtable on Cancer*

*Earned The Joint Commission's Gold Seal of
Approval® for both Hip Replacement and Knee
Replacement Core Certification*