



UP FRONT

WITH ELAINE C. THOMPSON, PHD, FACHE
PRESIDENT AND CEO



As President and Chief Executive Officer of Lakeland Regional Health, an affiliate of Orlando Health, I have the honor of seeing, up close and personally, the many ways our dedicated team ensures that our community has access to safe, effective, high quality healthcare.

When I am out in our community and when talking with our team, I am often asked what keeps me up at night and what's top of mind. This monthly digital conversation, *Up Front*, is being launched to bring you into the know on the issues we consider, the accomplishments we celebrate, and the challenges we face as the safety net provider for our community and region.

We take our responsibility as caregivers you can ALWAYS count on very seriously. I'm always proud of our team, but the last few weeks have raised my appreciation to a whole new level. As you know, Hurricane Irma raged directly through our community last month. We hope that you and your loved ones are well and have recovered from the impact of the storm.

Much like you, our team members made arrangements for themselves and their loved ones and then selflessly stepped up to take care of others. Here are some of the many ways the LRH team was able to provide constant care before, during and after this storm.

On Monday, September 11, our Emergency Department saw volumes surge to an all-time high of over 160 patients at one time. We delivered 29 babies at our Medical Center from Saturday night to Wednesday evening. On Wednesday, September 13, our Medical Center census reached its highest census with 796 patients.

We were able to help care for some of the community and region's most vulnerable people during this extreme weather event. We sheltered special needs patients who were evacuated from their homes or facilities during the storm and who required medical supervision or medical equipment. Further, we accepted transferred patients from evacuated hospitals along the coast.

During the peak of the storm, we had over 550 team members housed at the Medical Center. We served nearly 30,000 meals to patients, visitors and team members before during and after the storm.

We are honored to fulfill our role as an essential community resource. We know that no matter what, you depend on us to be there for you at life's most trying and most joyous moments.

Our extraordinary team does a first class job of selflessly ensuring that we are a constant you can count on, no matter how the storms may rage. I hope you will join me in extending a hearty "high five" to the Lakeland Regional Health team for a job well done.