

Community **BENEFIT REPORT**

FOR THE YEAR ENDED **SEPTEMBER 30, 2016**



On our collective journey to become the healthiest community in Florida, **Lakeland Regional Health is committed to delivering nationally recognized, quality care that is safe, effective and transformative.**

As a not-for-profit healthcare organization, we are dedicated to strengthening those we serve by providing the tools and resources necessary for people to think differently about their health. We are steadfast in our desire to deliver on our Promises and advance the future of healthcare for ourselves, our team, our patients, families and care partners, and the community at large, in ways that will significantly impact health and enhance quality of life.

The work that lies ahead is challenging, but we are up to the task. Through the use of innovation, research and discovery, Lakeland Regional Health is equipped and ready to serve as a catalyst for change.

In fiscal year 2014, we took time to strategically think about new places and new ways to add value to our community. We completed and published our Community Health Needs Assessment and Strategies for Change and Vision 2020 documents which serve as master plans for the ways we will improve community health in the coming years. Both documents are available for review at <http://mylrh.org/about/>.

The 2014-2017 CHNA was conducted as a collaborative multi-stage process that combined broad subjective and qualitative community input, a complete assessment using quantifiable data, consultation with government leaders with current data and/or other information relevant to the health needs of the community served by Lakeland Regional Health, and consultation with those with special knowledge or expertise in public health to determine and subsequently prioritize community health needs. Polk performs worse than national, state and other local counties in many areas so LRH looked at successful evidence-based initiatives used across the country to select programs that would best meet our community's area of need. Through the extraordinary efforts of our team, we are serving the most vulnerable and at-risk populations through programming that focuses on identified areas from the CHNA:

- Disparities of health outcomes within the black community
- Access to quality, coordinated care
- Cancer screening and prevention
- Obesity
- Pre-conceptual and perinatal health
- Injury prevention

2015-2016 FINANCIAL STATISTICS (IN THOUSANDS)

	2016	2015
Operating Revenue	\$750,571	\$730,769
Operating Income	\$29,352	\$30,734
Excess of Revenue Over Expense	\$63,910	\$27,278
Cost of Providing Charity Care	\$30,338	\$26,935
Cost of Bad Debt	\$15,953	\$16,970

2014-2015 OPERATING STATISTICS

	2016	2015
Admissions	40,570	43,222
Surgeries	16,618	16,324
Emergency Visits	217,208	212,744

