



YEAR IN REVIEW

A LOOK BACK AT 2020



TALLAHASSEE
MEMORIAL
HEALTHCARE

SURGERIES
17,300

EMERGENCY & URGENT CARE
CENTER VISITS
143,800

BIRTHS
3,780

LABORATORY TESTS
1,660,600

RADIOLOGICAL PROCEDURES
177,300

CARDIOVASCULAR LAB TESTS
91,700

RADIATION ONCOLOGY SESSIONS
42,650

NUMBER OF FULL TIME
EQUIVALENT COLLEAGUES
4,484

OFFICERS



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US News & World Report RANKINGS

Growing Together

Many TMH programs saw growth this year, improving and expanding the services provided to patients.

The **Parkinson's & Movement Disorders Program** expanded to include Deep Brain Stimulation surgery.

The **Tallahassee Memorial Cancer Center** expanded services to include multidisciplinary cancer clinics. Typically only seen at nationally recognized cancer programs, these clinics compress appointments and timelines, so patients receive a comprehensive treatment plan in one day, not over weeks.

As one of the leaders in the Southeast for advanced heart care, the Tallahassee Memorial Heart & Vascular Center has expanded its **Heart Rhythm Program**, previously called the Electrophysiology Program, to include a new clinic.

Named one of Florida's **Best Hospitals** 2020-2021



Named among top 10% in US as **Top Performer**

- COPD Care
- Heart Failure Care
- Hip Replacement Surgery



TMH established a dedicated nursing unit and medical team to care for COVID-19 patients.



TMH has once again earned the Chest Pain Center with PCI and Resuscitation designation from the American College of Cardiology, the highest level possible. TMH is the only hospital in the area to hold this high level of accreditation.

COVID-19 RAPID RESPONSE

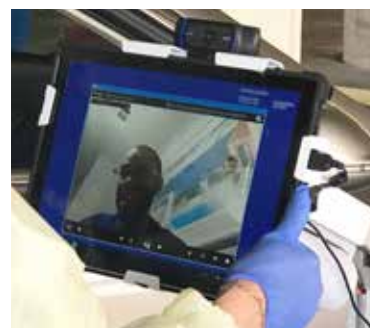
In partnership with Florida State University, TMH started a new rapid response COVID-19 testing lab that allows for faster, accurate test results for patients.

Raised
\$650,000

In response to COVID-19, Tallahassee Memorial's telemedicine network, TMH Carelink, was rapidly expanded to provide support for rural communities and allow for healthcare providers to see their patients through virtual visits. Through the TMH Foundation, generous donors gave more than \$650,000 to purchase and deploy 78 new telemedicine units and to meet a variety of patient and colleague needs related to COVID-19.

TMH gathered other local community and healthcare leaders to establish the second COVID-19 drive thru testing center in Florida.

As the region's healthcare leader, TMH moved quickly at the tail end of 2020 to **vaccinate** as many eligible people as possible against COVID-19. A focus that carried into 2021.



The COVID-19 pandemic impacted every nook and cranny of TMH, from new clinical processes and dedicated nursing units to local resources and the arrival of vaccines.

ER Drive Thru and COVID-19 Response

When the COVID-19 pandemic reached Leon County, a number of shifts and changes took place at TMH for the safety of patients and colleagues, including the creation of an ER testing drive thru.

To protect non-COVID patients from exposure to the virus, TMH's Emergency Services team quickly assembled and constructed a process to screen all patients coming into the Bixler Trauma & Emergency Center. At the entrance of the parking garage, an emergency care technician screened all patients using the most up-to-date guidelines from the Centers for Disease Control and Prevention (CDC). If a patient was stable but experiencing symptoms of the virus, they were routed to the drive-thru testing site located in a separate area of the garage.

Through a collaborative effort between TMH's Population Health and Telemedicine department, the Tallahassee Memorial Family Medicine Residency Program and the Florida State College of Medicine Internal Medicine Residency Program at TMH, symptomatic patients were screened by residents for COVID-19 using telemedicine units provided through the TMH Foundation. After being swabbed, patients' vitals were taken to determine whether they needed to be admitted for further evaluation or treatment. This process effectively kept stable but symptomatic patients away from other patients coming into the ER. The Emergency Services team also converted a standard unit into a negative pressure unit, where these patients were immediately taken to reduce others' risk of exposure.

Through thoughtful leadership and quickly implementing evidence-based safety measures in the ER, TMH was able to slow the spread of COVID-19 while saving lives in the process.

Filling in Supply Chain Gaps with Local Support

Even before the first COVID-19 patient was confirmed in the United States, the global demand for personal protection equipment (PPE), disinfectants, hand sanitizer and soap had skyrocketed. Around the world, countries were on the hunt for the resources needed to limit the spread of the virus.

The rapid demand and escalating costs of these items presented national supply chain challenges for hospitals, including Tallahassee Memorial HealthCare. The Supply Chain Management team at TMH decided to explore all sourcing options. This included turning to unexpected partners across the Big Bend for assistance. Proof Brewing Company and Ology Brewing Company, regional craft beer breweries, pivoted their production efforts and began making hand sanitizer. DivvyUp Socks, a Tallahassee-based custom sock company, expanded their manufacturing to include face masks. Volunteers with sewing experience also donated cloth masks and limited supplies of N95s to help protect healthcare workers. These combined efforts allowed TMH to keep colleagues supplied with the necessary tools and equipment to stay safe.





Northwood Centre Sample Collection Site

As the COVID-19 pandemic came to North Florida's community, healthcare and city leaders quickly identified that testing resources, including testing locations, personal protective equipment (PPE) and the tests themselves, were limited throughout the Big Bend. This made it difficult for individual healthcare providers to keep up with testing demands. Moving swiftly, Tallahassee healthcare organizations united to establish a streamlined process and central drive-thru sample collection site to test for COVID-19 in March of 2020.

Led by Tallahassee Memorial HealthCare (TMH), the Northwood Collection Site served as the community's first drive-through sample collection site and the state of Florida's second drive-through, later becoming a model mirrored by communities across the state. A unified screening effort located at the Northwood Centre in central Tallahassee, this site provided easy access to testing for the community, while allowing individual healthcare providers and organizations time to establish testing protocols at their facilities.

After three months and over 4,000 samples collected, the site had served its purpose and

was closed as access to local COVID-19 testing capabilities were readily accessible. This successful community initiative was made possible with the partnership of: TMH, Bond Community Health Center, Capital Health Plan, Center for Healthy Aging, City of Tallahassee, FSU College of Medicine, LabCorp, Leon County EMS, Leon County Health Department, Neighborhood Medical Center, North Florida Medical Centers, Patients First, Quest Diagnostics, Tallahassee Fire Department, Tallahassee Primary Care Associates, Veterans Affairs and Apogee Signs.

COVID-19 Nursing Unit

There was no question of whether COVID-19 would arrive at Tallahassee Memorial HealthCare, but rather when. As news of the pandemic broke internationally, TMH's clinical teams quickly prepared for the arrival of the virus. From conserving personal protective equipment (PPE), to transforming the hospital's negative pressure rooms into a COVID-19 unit, keeping colleagues and patients safe was their number one priority through every deliberate decision.

Led by Vice President & Chief Clinical Officer, Ryan Smith, and Nurse Manager, Jaclynn Moss, RN, TMH's internal medicine unit was quickly



transformed into a COVID-19 unit. These medical-surgical beds became the epicenter for COVID-19 admissions to TMH, where colleagues were trained to deal with the most difficult cases while navigating a virus that still had many unknowns.

Not only did the team in the COVID-19 unit adapt to the clinical needs of COVID-positive patients, they also compassionately cared for patients during the scariest moments of their lives. They found themselves learning new technology to keep patients and families connected virtually, holding the hands of patients who passed away without their loved ones and celebrating when patients were sent home to their families. Brought back to the basics of nursing, these colleagues spent their days at the bedside, saving many lives and providing an invaluable act of service for the community. They are true healthcare heroes.

Transforming Surgical Fabric into Masks

In the beginning of the COVID-19 pandemic, when the country faced nationwide personal protective equipment (PPE) shortages, the team at Tallahassee Memorial HealthCare began working to safely and proactively conserve PPE. At the same time, a team at University of Florida discovered H600 material, an existing fabric commonly used for surgical draping, could be used as effective material to sew hospital-grade masks. With this breakthrough, TMH immediately sprang into action.

Colleagues at Tallahassee Memorial collected the H600 material from operating rooms and handed it off to community sewing partners. Equipped with patterns, they cut the material, sewed masks and returned them TMH, where colleagues sanitized, packaged and distributed them across the organization. To continue conserving while ensuring the safety of patients and colleagues, the team collected used masks from the entire hospital at the end of each day, sterilized them using UV lights and returned them to the clinicians they came from.

This process was an extraordinary testament to the community's commitment to support healthcare heroes at TMH. Together with their combined efforts, volunteer sewers provided more than 20,000 H600 masks, taking fabric that before the pandemic would have been trash and turning it into something so good. Thank you to this incredible team for your unwavering commitment to keeping TMH colleagues and patients safe.

TMH-FSU Rapid Response Laboratory

There were many hurdles to overcome when COVID-19 reached the Big Bend region, one of the most immediate being faster accurate testing. Tallahassee Memorial HealthCare (TMH) met many of the same challenges faced by the rest of the world, including critically overwhelmed commercial labs, long test turnaround times and nationwide shortages of reagent – a critical ingredient in COVID-19 tests.

As TMH sought a sustainable way to test patients, colleagues and the community, Florida State University (FSU) was also searching for a testing solution to protect their students and faculty. Together, TMH and FSU came up with a game-changing solution. Combining FSU's research and technological capabilities with TMH's clinical and regulatory expertise, the TMH-FSU Rapid Response Laboratory was born. The partners developed their own reagent and PCR tests, and the lab began processing more than 1,000 tests a day with 24-hour turnarounds in no time.

In addition to running tests for TMH's patients and colleagues and FSU's students and faculty, the lab fulfilled the testing needs of a second hospital and university, the City of Tallahassee, Leon County's entire public school system and more than 40 medical practices and skilled nursing facilities. This innovative and efficient solution led to prompt quarantining and contact tracing. It's one of the reasons Tallahassee was able to minimize the spread of the virus and save lives. Thank you to FSU for an incredible partnership and every individual involved with bringing this vision to life.

COVID-19 Vaccines Arrive

On December 23, 2020, Tallahassee Memorial HealthCare expected to receive 5,600 doses of Moderna's COVID-19 vaccine. But, once the shipment arrived and was counted,



TMH's allotment had increased to 6,700 doses. The additional doses allowed the organization to expand the distribution plan to include more colleagues and more healthcare partners across the region.

"With patient safety top of mind, our goal at TMH has been to safely vaccinate as many healthcare workers as possible, both within our organization and across our community. Within 10 hours of receiving the vaccine, TMH vaccinated more than 1,200 colleagues," explained Dean Watson, MD, Vice President & Chief Integration Officer at Tallahassee Memorial HealthCare and Capital Health Plan. "Our first tier of vaccinations went to our frontline colleagues in high-risk areas, including our emergency centers, intensive care units and COVID-19 unit. The plan we developed to roll out the vaccine proved to be both efficient and effective, so we expanded the eligibility pool as the day went on."

"TMH is a 24/7 operation. Departments and colleagues depend on each other to keep the whole organization fully operational," shared Ryan Smith, Vice President & Chief Clinical Officer at TMH. "Our clinical colleagues rely on our support colleagues for the means and resources needed to provide the safest patient care for our community. This vaccine is an important tool to help our colleagues stay healthy and in overcoming this pandemic."

From the initial delivery, 1,320 doses were shared with other healthcare organizations in the community, including Bond Community Health Center and Neighborhood Medical Center, primary care practices in the Tallahassee area, including Tallahassee Primary Care Associates, Capital Health Plan and many smaller family medicine practices, and specialty clinics, including North Florida Women's Care and Digestive Disease Clinic.

Orthopedic Services

READY TO RACE AFTER SINGLE DAY SURGERY



A great experience during uncertainty.

Theresa Trainor

As a customer service and sales manager at Premier Health & Fitness Center (Premier), Theresa Trainor is always on her feet. In addition to her career, Theresa spends her personal time at the gym, where she enjoys working out, especially spinning in Premier's high-intensity cycle classes. Nothing could stop Theresa from her two-a-days, that is until she experienced radiating leg pain so intense she couldn't walk up the stairs, much less jump back in the saddle.

After discussing with David Oberste, MD, orthopedic surgeon at Tallahassee Memorial HealthCare (TMH), while he was working out at Premier, Theresa decided to schedule an appointment with him at Tallahassee Orthopedic Clinic.

During her first appointment, she received a steroid injection and was immediately relieved of debilitating pain in her right leg. She returned a few months later for her second injection, but this time the pain returned fast and furious. An X-ray showed Theresa's hip had bone-on-bone contact and she would need total hip replacement surgery.

In the midst of the coronavirus (COVID-19) pandemic, Theresa, like many people, was nervous about going to the hospital and having surgery.

"I was worried about the virus, but the pain had gotten so bad that it was affecting my quality of life," said Theresa.

Before even scheduling her surgery, Theresa was tested for COVID-19 and received a negative result. This is a critical safety measure that TMH requires for all surgery patients to help

I wish I would have done it sooner. If you're thinking about total hip replacement surgery, but you're putting it off or don't think it's safe to go to the hospital, don't wait and consult with your physician.



prevent the spread of COVID-19 and to protect colleagues, patients and visitors within the hospital's walls.

On the morning of August 5, Theresa's husband dropped her off at the M.T. Mustian Center, Tallahassee Memorial's state-of-the-art surgical center, for single day total hip replacement surgery with Dr. Oberste.

"Even during a time of uncertainty, it really was a great experience," shared Theresa. "The M.T. Mustian Center was so beautiful and clean; the nurses were amazing and made me feel at ease. Dr. Oberste was professional and personable, and the therapists had me up and walking immediately after the surgery, so I could go home the same day."

That very evening, Theresa was discharged, and her husband picked her up and took her home.

"There are many benefits of single day total joint replacement surgery," explained Dr. Oberste. "This includes faster, more aggressive physical therapy in the comfort of the patient's home."

With the help of her physical therapist, Theresa was able to walk to the mailbox, up the stairs and around her house within the first few days of recovery. In just two and a half weeks, she returned to work and began outpatient physical therapy at Tallahassee Memorial's Orthopedic Rehabilitation Center, conveniently located

directly behind Premier. On September 15, after only three visits, she completed her physical therapy sessions.

Now that Theresa's on the road to a full recovery, she's looking forward to returning to an active lifestyle, going on long walks and riding bikes with her three grandchildren, and participating in Gourdy's Pumpkin Run with Premier's Certified Personal Trainer, and Theresa's best friend, Toni Poole.

"I wish I would have done it sooner. If you're thinking about total hip replacement surgery, but you're putting it off or don't think it's safe to go to the hospital, don't wait and consult with your physician," said Theresa. "Dr. Oberste told me I would feel so much better after having my surgery and I most certainly do."

Women's & Children's Services

PREGNANT IN A PANDEMIC:

One Tallahassee Mom's Story

Meisha Daniels

When Meisha Daniels learned she was pregnant in September of 2019, she was elated. Baby Kelvin would be her first child and, together with her fiancé, Kelvin Galloway Jr., Meisha began preparing to welcome her "Little Man."



As she approached her third trimester, however, it became clear to Meisha her journey to motherhood would be one she never could've prepared for. As she filled baby Kelvin's closet with tiny clothes and looked forward to her baby shower, communities across the world began experiencing the life-changing impacts of the coronavirus (COVID-19) outbreak.

"At first, I was devastated," confided Meisha. "I didn't know what to expect."

Meisha was thrown another curve ball when she began having contractions at just 30 weeks. Her obstetrician, Dr. David Dixon, advised her to go to Labor & Delivery Triage in Tallahassee Memorial HealthCare's (TMH) Alexander D. Brickler, MD Women's Pavilion. When she arrived, any nervousness Meisha had about seeking care amid the pandemic dissipated.

"Everyone was so on top of things," shared Meisha. "They checked my temperature before I entered the building and ensured I wasn't having any COVID symptoms. Everyone was wearing a mask and social distancing. They made me feel completely comfortable."

In Triage, Meisha met certified nurse midwife Heather Stroh, CNM. Heather confirmed Meisha was experiencing preterm labor, which can lead to premature birth, and prescribed her medications to attempt to stop her labor and help baby Kelvin's lungs develop early.

"The goal is to give the babies more time to cook," said Heather. "Or at least to help their lungs develop in case of a premature birth. We always try to sit down with every mom who comes into Triage to provide ample education and let them know they can talk to us and ask all of their questions. We're there to listen and help."

"Heather is amazing," Meisha shared. "Kelvin and I felt so hopeless when we thought he was coming early. Heather immediately knew what to do. She was truly an angel."

"Before the pandemic, moms would come in with all of their safe people surrounding them," shared Heather. "Now, we're filling that role. We sit with patients; we hold their hands. We educate and advocate for them; we talk to their families on the phone and we assure them our entire team is there for them."

It was a beautiful experience for our little family. Just the three of us in the room, we were it.



On the day of her cesarean section (c-section) delivery, June 1, Meisha was grateful to have her fiancé Kelvin by her side.

“I was very thankful Kelvin was able to come in for the delivery,” commented Meisha. “Throughout the whole process, it’s been me and him. It’s been a bonding experience for us. He’s my right-hand man.”

While she prepped for her c-section and Kelvin changed into his personal protective equipment (PPE), Meisha had a right-hand woman too – labor and delivery nurse, Kitty Draa, RN.

“She came in like a starburst; her spirit was immediately like a glow in the room,” remembered Meisha. “Before Kelvin came in, I was getting nervous and held Nurse Kitty’s hand so hard. She consoled me and made sure I knew everything that was happening. We became very close in the procedure.”

At 5:34 pm, Kelvin Ira Galloway officially made his debut, weighing nine pounds, three ounces.

“I always think back on the moment he arrived,” Meisha recalled. “Through the pandemic and my health scares, we got him here safe. To see him screaming and crying, to see him come out so strong, truly touched my heart. We did it.”

While Meisha’s care team completed her procedure, Kitty took Kelvin and Little Man to the recovery room to initiate skin-to-skin, the practice of placing baby chest to chest with a parent immediately after birth to promote bonding. “It was an honor

to be there for him while Meisha recovered,” shared Kelvin. “It was a divine experience.”

While Meisha originally intended to have her family visit the hospital following baby Kelvin’s birth, she said she wouldn’t change the way things went for the world.

“It was a beautiful experience for our little family. Just the three of us in the room, we were it,” reflected Meisha. “We needed that time to ourselves to get to know him and learn from the nurses and doctors.”

Since going home, baby Kelvin has continued to grow into a strong, healthy boy and Meisha is enjoying every moment of getting to know his little personality. For other expecting moms nervous about delivering during these uncertain times, Meisha shared her advice.

“Enjoy every moment of being pregnant and focus on preparing for this new, beautiful journey you are about to embark on. There will always be things you can’t control. Trust that everything will work out just fine, especially if you’re delivering at TMH. Stay positive and ask for help when you need it. If I can do it, you can too.”

Emergency Services

NAVY OFFICER RELIEVED OF PAIN After ER Visit Amid COVID-19

Bill Lemocks, Retired Navy Officer

When he awoke the morning of June 28, U.S. Navy Chief Petty Officer Bill Lemocks (retired) was prepared to begin a major home improvement project. He was enhancing the appearance of his tiered garden, the first phase of many, to bring more curb appeal to his front yard.

Bill made the trip to a local hardware store and purchased twenty 45-pound bags of white marble landscaping chips, loaded them by hand into his SUV and then subsequently unloaded the bags in his yard. Cutting each bag open and sprinkling the chips around the base of the garden, he was well on his way to creating an attractive new look for the sloped lawn.

The project took about three days. “With the heat and my 68-year-old body – though in pretty good shape – I carefully paced myself so as to not overdo it,” said Bill.

It was a challenge, “even for a young buck, which I am certainly not,” noted Bill, but he had a mission to complete. With no muscle aches and no pain, Bill thought he was in the clear for an injury. But by mid-week, the first signs of pain began in his shoulders and neck. Yet, he continued to work on his garden, powering through the pain, with his ‘never quit warrior attitude’ developed over 36 years in the Navy.

Day-by-day the pain increased exponentially in Bill’s left trapezius, the large triangular muscles extending over the back of the neck and shoulders used to help move the head

and support the arms. He self-medicated with Tylenol, topical muscle creams and ice packs. Still the pain marched over his back and shoulders with determination. Despite his best efforts of pain management, his symptoms got worse by the minute.

After squirming and wiggling his way into a semi-comfortable lying position on day six, Bill was able to get a little rest. “I managed to drift off for a few hours, only to be abruptly awoken by severe pain in my upper back. This level of pain could only be delivered by the devil himself,” said Bill.

With no other options available at 3 am, and unable to withstand the extreme pain any longer, Bill and his wife made the decision to drive to the Tallahassee Memorial Emergency Center – Northeast.

It’s always rewarding to provide our patients with high quality, professional emergency medical care...but it’s especially rewarding amidst the pandemic when we know patients are delaying care in fear of COVID-19.

In the midst of the COVID-19 pandemic, Bill and his wife were both nervous about visiting the emergency center.

“Considering everything that’s going on, I was sensitive to the risk of getting coronavirus, especially at my age,” noted Bill. “We decided if things looked a little sketchy, we wouldn’t stay. But I also knew I had to get treatment.”

Upon arrival, his concerns were alleviated. Bill saw face masks being worn by the entire staff in the Emergency Center – Northeast. Physicians and nurses were using appropriate personal protective equipment, and Bill – like all patients – was given a mask, had his temperature taken and was asked a series of screening questions when he entered the emergency center. Bill’s wife waited in the car while he went through triage to prioritize his care. In less than fifteen minutes, Bill was able to see Edward Eastman, MD, emergency medicine physician at TMH and former Marine.



Everyone was thoughtful, highly professional and very caring. It made me feel proud to be cared for in Tallahassee.

”

Needless to say, the common bond of military experience made for a trusting relationship between patient and doctor.

“It’s always rewarding to provide our patients with high quality, professional emergency medical care – it’s what we do day-in and day-out – but it’s especially rewarding amidst the pandemic when we know patients are delaying care in fear of COVID-19,” said Dr. Eastman. “I’m so glad Chief Lemocks made the decision to come to us to receive care and was able to experience the safety protocols we have in place firsthand. He was a pleasure to treat and is expected to make a full recovery.”

After examination, Dr. Eastman confirmed that Bill had severely strained his left trapezius muscle. However, in an abundance of caution, Dr. Eastman ordered a chest x-ray and an electrocardiogram (EKG) to rule out a possible heart attack.

Two hours later, Bill was on his way home with a clean bill of health and a prescription for pain medication. Although the clinical care team put him on the mend and told him to take it easy for a few weeks, what struck him most about his visit was the level of patient safety.

“It was obvious they were well prepared. I was instantly put at ease,” added Bill. “Everyone was thoughtful, highly professional and very caring. It made me feel proud to be cared for in Tallahassee.”

A month after visiting the Emergency Center – Northeast, Bill returned to actively working out, walking five to six miles a day and focusing on completing his garden.

To learn more

about how Tallahassee Memorial HealthCare is keeping patients, visitors and colleagues safe, please visit [TMH.ORG](https://www.tmh.org).

Urology

A NEW LEASE ON LIFE

A great surgery experience changes Susan's life amidst pandemic.

Suzan Knutson

After winning her battle with colorectal cancer in the early 2000s, Suzan Knutson has experienced her fair share of health-related issues, from hip replacements to spine surgeries. When she began to experience pain while using the restroom, she knew something was wrong.

“People don’t normally like to talk about this sort of thing. It’s very ‘TMI’ for some, but unless you talk about it, you can’t fix it!” Suzan chuckled. The pain was getting progressively worse, causing her to bear down, pushing against her bladder any time she had to urinate.

She mentioned the issue to her primary care doctor who told her it may be a symptom of her aging. At just 62 years old and very sure of her body, she asked for a referral to a urologist. With a referral to Francisco Carpio, MD, urologist at Tallahassee Memorial HealthCare (TMH) in hand, she took her first step toward the TMH Physician Partners ~ Urology practice to solve this mystery.

Upon meeting Suzan, Dr. Carpio was instantly attentive, inquiring about her past surgeries and cancer treatments to better understand her current situation. She could see he was on the hunt for an answer to her problem. After performing a cystoscopy procedure, he confirmed that she needed a cystocele repair, a surgery to put a person’s bladder back in its normal place. “Your life is about to change,” Dr. Carpio affirmed.

“I was so excited. He scheduled me for the surgery and then boom! COVID-19 hit,” she revealed. Elective procedures were put on hold until May, so Suzan continued caring for her family while trying to understand the changing world around her.

With an immunocompromised grandson and caring for her elderly mother, she was constantly on her P’s and Q’s when it came to COVID-19 safety. She was more cautious than most, but still had a responsibility to her family while dealing with her pain.

When she received the much-anticipated call to reschedule her surgery, she was worried and didn’t initially know the processes TMH had in place for keeping patients safe.

People don’t normally like to talk about this sort of thing. It’s very ‘TMI’ for some, but unless you talk about it, you can’t fix it!

Suzan and her husband arrived at the pre-admission appointment with masks in tow and learned that one of the safety precautions was to attend her visit alone. “This was my first time away from him for something like this, so he was definitely anxious. He has been to every cancer and radiology appointment, all my past surgeries, everything. Thankfully, the team at the M.T. Mustian Center was so kind and communicated to him every step of the way,” she shared.

After receiving a negative COVID-19 test and instructions for proper quarantining prior to surgery, she was finally ready.

Surgery day had arrived, and as she walked into the M.T. Mustian Center, her mind was put at ease right away. When she saw Dr. Carpio's familiar face, she smiled and said, "You know you're my favorite doctor, right?"

"Let's keep it that way!" He laughed.

As she was being wheeled into the operating room, her husband heard the ping of a text which let him know about her progress. Every step of the way, he received a text or call detailing that she had made it to the next stage of surgery. Before they knew it, she woke up with a perfectly arranged bladder and a new lease on life.

As soon as the catheter was taken out and she used the restroom for the first time, she couldn't believe how much better it was. "Everything that I've done since I had cancer has been driven by, 'I'm not going to eat/drink all day since I need to be somewhere at 4 pm.' It totally controlled my life. Dr. Carpio is the only doctor that thought enough about me to fix this problem while others I encountered just gave me medication to manage. What Dr. Carpio has done now allows me to thrive."

On top of that, the M.T. Mustian Center team really blew her out of the water. "And I'm an old pro at surgeries," she stated matter-of-factly. "They stepped in and acted as my loved ones, reassured me and constantly lead with kindness."

Now, Suzan is back on the horse – literally – blazing trails with her granddaughter who is just learning to ride. "I'm so happy I can share in these moments with her without a care in the world. I can hike, travel and ride horses with my granddaughter without a single thing holding me back. Dr. Carpio and the Mustian team changed my life."



**Dr. Carpio
and the Mustian team
changed my life.**



Oncology Services

MOTHER & DAUGHTER FIGHT CANCER TOGETHER



We share everything in life, but this is certainly one thing we did not want to share. Yet in the darkness of this news, I found a little light.

”

Rae Waddell and her mother, Thelma

Mothers and daughters share a special bond. A connection like none other, it can often be described with layers of strength, love and at times, complexity.

As an only child, Rae Waddell has an especially unique bond with her mother, Thelma. Having Rae at a young age, Thelma described their relationship as “years of growing up together.” The two even find themselves as neighbors, living on their family property in Tallahassee.

In January of 2019, Rae, 52, noticed something was wrong with her health.

“For the first time in my life, I was just exhausted at all times,” said Rae. “I was having sporadic stomach pains and bleeding, which I had never experienced before.”

Rae made an appointment with her gynecologist where both CT scans and bloodwork were ordered.

Two weeks after testing, Rae was referred to the multidisciplinary team at the Tallahassee Memorial Cancer Center. She was diagnosed with endometrial cancer. Rae, Thelma and their family were shocked.

Her medical team immediately scheduled surgery for February at Tallahassee Memorial HealthCare (TMH). With a long road to recovery, she began her radiation treatments led by Ovidiu Marina, MD, radiation oncologist at TMH, which involved a series of twenty-eight radiation treatments over the next three months.

When the day of her last treatment arrived in June, she was relieved. The radiation treatments were difficult for Rae with the multiple side effects. However, as she enjoyed the summer with her family, she began noticing an odd feeling here and there.

“I just didn’t feel myself,” described Rae. “I had bounced back from the radiation treatment side effects, but I started to feel strange pains again and, as the fall months went on, they became more frequent for me.”

Rae scheduled an appointment with Amanda Stephens, DO, gynecologic oncologist at TMH, who quickly found her cancer had returned, and this time had spread throughout her abdomen, lymph nodes and lungs in the form of small malignant tumors. Unsure of why this was happening to her, Rae quickly began treatments again, this time with a plan of six chemotherapy sessions.

Yet in the midst of Rae fighting cancer for the second time, her mother, Thelma, found herself facing a familiar and unwelcome situation.

While Thelma visited her primary care provider for her annual physical, her doctor detected an abnormal sound in her lungs and quickly referred her to the Tallahassee Memorial Cancer Center. Following extensive scans and bloodwork, just like her daughter had months prior, Thelma was diagnosed with stage two lung cancer in December of 2019.

This mother-daughter duo was now fighting cancer together.

“We were shocked,” said Thelma choking up. “We share everything in life, but this is certainly one thing we did not want to share. Yet in the darkness of this news, I found a little light. My daughter was able to ease my fears, as she had been on and was still on this journey herself - the real reason we were going through this together.”



Thelma underwent minimally invasive robotic surgery at TMH, where her surgical team successfully removed the tumor from her right lung. Following the procedure, Thelma had four chemotherapy and thirty radiation treatments.

Knowing how close Rae and Thelma were, Jayan Nair, MD, hematology oncology, was able to schedule Rae and Thelma's chemotherapy sessions on alternating weeks. This allowed the mother and daughter pair to attend each other's sessions.

“This was a unique situation,” said Dr. Nair. “They truly were each other's support system. During Thelma's appointments, Rae would share the side effects she had experienced for her mother to be prepared, while allowing me the accessibility to check in on both of them as patients and caregivers.”

Yet, just when these two were settling into their new norm of treatments and appointments, the coronavirus (COVID-19) pandemic changed life for everyone.

“COVID-19 has made it harder to look at the bright side of life,” added Thelma. “But there is always a silver lining in every situation. Not only did we have each other to come home to, but the Cancer Center colleagues were tender, sweet and understanding to how scary the world was, especially as a cancer patient. They took the fear out of both of us every time we walked in the doors.”

As the only cancer program in the Big Bend region to offer hematology/oncology, radiation oncology, surgical oncology and gynecologic oncology, the Tallahassee Memorial Cancer Center is known for its highly-trained medical team and for delivering the most powerful treatment options, all under one roof.

Today, the two find joy in Thelma being cancer free, while Rae works towards the same goal. As they remain safe and socially distanced together amidst the COVID-19 pandemic, Rae and Thelma share their story to encourage others during these unprecedented times.

For more information

on the Tallahassee Memorial Cancer Center, visit
[TMH.ORG/Cancer](https://www.tmh.org/cancer).

TMH Foundation

GIVING THROUGH THE TMH FOUNDATION

Thank You to Our Generous Donors

This year you - our generous donors, sponsors, colleagues and friends - showed just how much you care about the people of our community and your local hospital.

This was a year like no other due to the global pandemic. When the call for support went out from the Tallahassee Memorial HealthCare (TMH) Foundation, you gave immediately of your time, your talents and your resources to support TMH and healthcare heroes on the frontlines of COVID-19.

Your action quickly helped TMH establish the COVID-19 Emergency Fund to provide personal protective equipment (PPE) for colleagues, support for testing sites, a state-of-the-art disinfecting system to protect patients at the Tallahassee Memorial Cancer Center and meals and stress relief for colleagues working 12-hour shifts in the COVID-19 Unit.

Generous community support also allowed TMH to purchase 78 new telemedicine units to expand remote access to care to protect vulnerable patients and healthcare providers.

Your generous giving to support the COVID-19 response at TMH exceeded \$650,000!

Although the pandemic meant that the Foundation could not host in-person fundraising events this year, you continued to support many important initiatives such as:

- Cards for a Cure and the PinkPower Flamingo Challenge to support patients fighting cancer and the Walker Breast Program at TMH,
- Tee Off for Tots Golf Tournament and Car Raffle, which supports children with type 1 diabetes and their families, along with the Tallahassee Memorial Metabolic Health Center,
- The SuperPup Program, which provides a stuffed comfort animal for pediatric patients,
- And many other programs that bring care and comfort to patients when they need it most.

On behalf of the patients and colleagues whose lives you touch, thank you for giving through the TMH Foundation. We are honored to partner with people, businesses and organizations who are passionate about providing the best possible healthcare for our region and making life better for thousands of patients and families every year. Thank you!

\$3.5 Million in Gifts

Your financial giving through the Foundation this year totaled more than \$3.5 million, helping to improve patient outcomes and provide the best healthcare possible right here at home in Tallahassee. Areas of your support include the following:

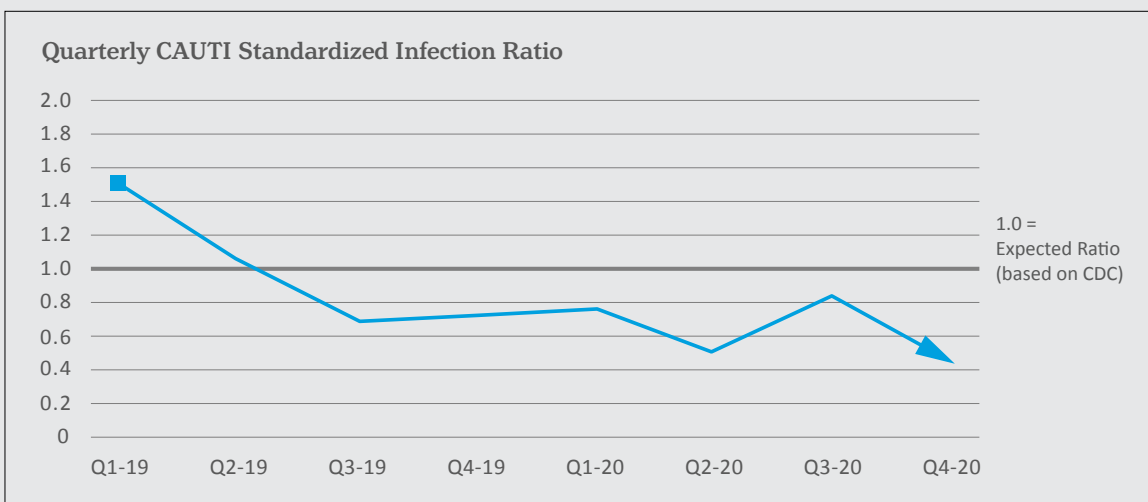
- Animal Therapy
- Behavioral Health
- Cancer Center
- Clinical Education
- Emergency Services & Urgent Care
- Family Medicine Residency Program
- Heart & Vascular Services
- Metabolic Health Center
- M.T. Mustian Center
- Music Therapy
- Newborn Intensive Care Unit
- Vogter Neuro Intensive Care Unit
- Stroke Center
- Nursing Support & Education
- Children's Center
- Orthopedics
- Rehabilitation Services
- Spiritual Care
- Surgical Care & Technology
- Telemedicine
- Women's Care

HIGH-QUALITY CARE

Tallahassee Memorial delivers the highest quality of care by reducing infections using improvement methodologies. Our care teams work together to protect our patients. Learn more at TMH.ORG/QualityCare.

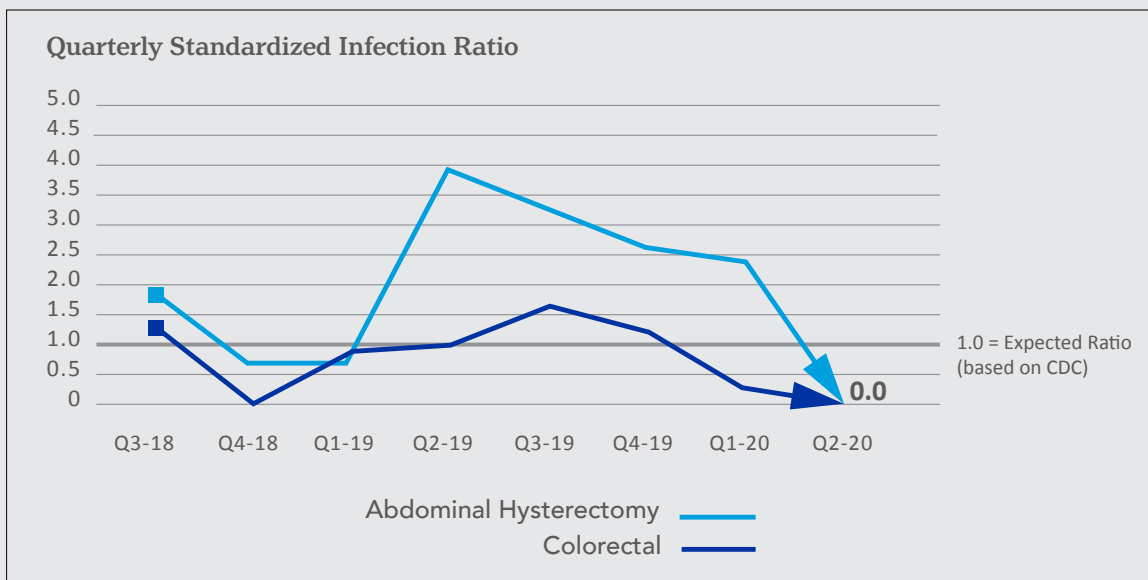
43.33% FEWER Catheter-Associated Urinary Tract Infections

from 2019 to 2020



58.82% FEWER Surgical Site Infections

Hysterectomy and Colon Surgeries from 2019 to 2020



Balance Sheet

FINANCIALS

Balance Sheet as of September 30, 2019

Assets

Cash and short term investments	\$	324,913,000
Accounts receivable, net		91,487,400
Inventories		13,594,500
Prepaid expenses and other assets		38,553,800
Assets limited as to use		32,655,200
Facilities and equipment, net		534,734,200
Other long term assets		<u>8,588,100</u>

Total assets **\$ 1,044,526,200**

Liabilities and Net Assets

Accounts payable and accrued expenses	\$	88,544,700
Notes and bonds payable		384,496,000
Self insurance reserves		34,850,300
Accrued pension liabilities		-
Other liabilities		14,983,200
Net assets		<u>521,652,000</u>

Total liabilities and net assets **\$ 1,044,526,200**

Expense Dollar

Salaries, wages and benefits	\$	364,898,100	48%
Supplies and other		222,405,300	29%
Drugs		59,294,000	8%
Professional fees		69,689,200	9%
Depreciation and interest		36,567,300	5%
Interest		<u>9,633,300</u>	1%

Total operating costs **\$ 762,487,200 100%**

Community Benefit

Education	\$	17,489,700
Urgent Care & Physician Clinics		25,217,000
Transition Center		337,600
Home Health Care		1,325,100
Diabetes		193,900
Neuroscience Center		1,392,200
Community Outreach		<u>590,400</u>
Total	\$	<u>46,545,900</u>

Taxes

Federal & state income tax		1,230,100
Real estate tax		718,400
Sales tax		123,000
Other local taxes		238,600
Unemployment tax		129,200
Indigent care tax		9,620,092

Total taxes **\$ 2,439,300**

Local vendor support **\$ 90,274,200**

	Admissions	Patient Days
Adult and pediatrics	22,402	109,383
Obstetrics	3,984	12,732
Neonatal and newborns	3,755	16,129
Behavioral health	1,561	7,772
Rehabilitation	<u>886</u>	<u>15,107</u>
Total admissions	<u>32,588</u>	<u>161,123</u>

Tallahassee Memorial HealthCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-850-431-1155 (TTY: 1-877-848-7428).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-850-431-1155 (TTY: 1-877-848-7428).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-850-431-1155 (TTY: 1-877-848-7428).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-850-431-1155 (TTY: 1-877-848-7428).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-850-431-1155 (TTY: 1-877-848-7428).

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-850-431-1155 (TTY: 1-877-848-7428)。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-850-431-1155 (ATS : 1-877-848-7428).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-850-431-1155 (TTY: 1-877-848-7428).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-850-431-1155 (телетайп: 1-877-848-7428).

لصتا .ان اجمالاب كل رفاوتت هي و غلل اددعاسل ا تامدخ ناف ،ة غلل ا ركذا ثدحتت تنك اذا :ظوحلم).
مكبل او مصلا فتاه مقر) 1-877-848-7428-1 1-850-431-1155-1 مقر

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-850-431-1155 (TTY: 1-877-848-7428).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-850-431-1155 (TTY: 1-877-848-7428).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-850-431-1155 (TTY: 1-877-848-7428).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-850-431-1155 (TTY: 1-877-848-7428)번으로 전화해 주십시오.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-850-431-1155 (TTY: 1-877-848-7428).

เรียน: ถ้า คุณพูด ภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษา ได้ฟรี โทร 1-850-431-1155 (TTY: 1-877-848-7428).



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