2008 Report
to our
COMMUNITY
and
Directory of Services
### Tallahassee Memorial HealthCare – At a Glance

<table>
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<th>Category</th>
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*Cover Photo: On the evening of November 14, 2007, Tallahassee Memorial Hospital was one of over 200 landmarks around the world to be illuminated in blue in observance of the first ever World Diabetes Day.*
Our Vision: RECOGNIZED WORLD CLASS HEALTH CARE
THE TALLAHASSEE MEMORIAL HEALTHCARE
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2008 REPORT TO
OUR COMMUNITY
MESSAGE TO OUR COMMUNITY

2007 was a watershed year for Tallahassee Memorial in our journey toward becoming a recognized World Class community health care system. During this past year, several national organizations bestowed awards on TMH confirming that we are on the right path to achieving this vision. Most significantly, we were recognized by the Thomson Healthcare organization with their Thomson 100 Top Hospitals® Performance Improvement Leaders award for 2005-2006. The award places us alongside some of the most recognized and honored health care organizations in the nation such as Stanford Hospital at Stanford University in California and Brigham & Women’s Hospital in Boston.

We also continued our aggressive hospital revitalization plans with the opening of our New Heart & Vascular Center and a wing-by-wing renovation of our nursing units, creating more private rooms and an aesthetically pleasing environment for our patients and families.

Financially, we continued our trend of positive financial performance and for the third year in a row have closed out the fiscal year with a positive bottom line. Consequently, we were able to reinvest that money in our colleagues, in our facilities and in the acquisition of leading edge technology for the benefit of the patients we serve.

The reinvestment in our TMH colleagues included market pay adjustments for a number of job categories to help us continue recruiting and retaining high-caliber employees and a significant expansion in the number of bedside nurse positions in order to better address the needs of our patients and the nurses who care for them.

During 2007, we also made a significant investment in improving the patient experience through the implementation of TMH’s version of Operation Overlord, an intense initiative designed to improve the flow of patients throughout the hospital and reduce waiting times at hospital entry points, including the Bixler Emergency Center. You can read more about Operation Overlord in this report.

While we are proud of our many accomplishments outlined in this report, we recognize that there is still plenty for us to do to better meet the sacred trust given to TMH by our community. To that end, this document also reveals our commitment toward transparency. It contains our hospital’s quality report, which shows how we are trending with national quality indicators such as those reported on the Medicare website, www.hospitalcompare.hhs.gov.

All of this progress would not have been possible without the significant contributions of our TMH colleagues, physicians, volunteers, donors and board of directors, and we thank them all for their dedication to Tallahassee Memorial and our mission of service.

Mark O’Bryant
President & CEO

Martin Proctor
Chair, TMH Board of Directors

Christopher Rumana, M.D.
Chair, Medical Staff
Leadership Award for Clinical Excellence

The Medical Emergency Team saves lives within the hospital by providing early assessment and intervention for patients showing significant clinical changes that could indicate a medical crisis. Shown here are Andy Tumberlin, R.N. of the Post-Operative Care Unit and Alicia Perrin, R.N. of the Cardiovascular Medical Surgical Intensive Care Unit.
Milestones in Our Journey to Recognized World Class Health Care

At TMH, our vision is to be a recognized World Class community health care system. This means that our efforts to provide World Class health care to residents of the Big Bend region will be recognized by organizations that are known for measuring quality. During 2007, we received the following awards:

2006 Thomson 100 Top Hospitals® Performance Improvement Leaders Award
Tallahassee Memorial was named one of the nation’s top performance improvement leader hospitals by Thomson Healthcare, a provider of decision support solutions that help organizations across the health care industry improve clinical and business performance. TMH was one of 100 hospitals recognized for making the greatest progress in improving hospital-wide performance over five consecutive years (2001-2005).

Cancer Center Accredited with Commendation
Our cancer program was accredited by the Commission on Cancer for the 56th consecutive year, maintaining the honor of being the longest continuously accredited Comprehensive Community Hospital Cancer Program in Florida and the only such program between Gainesville and Pensacola. Shown here, Karen Miller, Chief Radiation Therapist, assists a patient in TMH’s new CT simulator.

Consumer Choice Award™ – Three Years in a Row
The National Research Corporation recognized Tallahassee Memorial with the Consumer Choice Award™ for the third year in a row. The Consumer Choice Award™ identifies hospitals that health care consumers have chosen as having the highest quality and image in 186 markets throughout the United States. Winners are determined by consumer perceptions on multiple ratings collected in the NRC’s Healthcare Market Guide study.

VHA Leadership Award for Clinical Excellence
Tallahassee Memorial received the 2007 Leadership Award for Clinical Excellence from VHA, a national alliance of more than 2,400 not-for-profit health care organizations. The award acknowledged our leadership in being one of the first hospitals in the country to establish a Medical Emergency Team (also known as a rapid response team at many hospitals). The Medical Emergency Team saves lives within the hospital by providing assessment and intervention for patients who show the earliest signs of significant clinical changes that could indicate a medical crisis. The Medical Emergency Team includes respiratory therapists and critical care nurses from the Cardiovascular Medical Surgical Intensive Care Unit, the Vogter Neuro Intensive Care Unit, the Cardiac Intensive Care Unit and the Pediatric Intensive Care Unit.

American Stroke Association Initial Performance Achievement Award
The American Stroke Association bestowed its “Get With The Guidelines℠—Stroke Bronze Initial Performance Achievement Award for our commitment and success in implementing a higher standard of stroke care. Shown here, Lamar Baggett, Acute Care Speech Team Leader, conducts a swallow study on a stroke patient while Leonard DaSilva, M.D., Medical Director of The Stroke Center at TMH, monitors the results.

VHA Leadership Award for Clinical Excellence
Tallahassee Memorial received the 2007 Leadership Award for Clinical Excellence from VHA, a national alliance of more than 2,400 not-for-profit health care organizations. The award acknowledged our leadership in being one of the first hospitals in the country to establish a Medical Emergency Team (also known as a rapid response team at many hospitals). The Medical Emergency Team saves lives within the hospital by providing assessment and intervention for patients who show the earliest signs of significant clinical changes that could indicate a medical crisis. The Medical Emergency Team includes respiratory therapists and critical care nurses from the Cardiovascular Medical Surgical Intensive Care Unit, the Vogter Neuro Intensive Care Unit, the Cardiac Intensive Care Unit and the Pediatric Intensive Care Unit.

Commission on Cancer Accreditation with Commendation
TMH's cancer program was accredited by the American College of Surgeons’ Commission on Cancer for the 56th consecutive year, maintaining the honor of being the longest continuously accredited Comprehensive Community Hospital Cancer Program in Florida, and the only such program in North Florida between Gainesville and Pensacola. Our cancer program garnered the distinction of “accreditation with commendation,” a designation currently held by less than 20 percent of all accredited cancer programs in the United States.
Hospital Revitalization Continues

If you’ve been to Tallahassee Memorial lately, you’ve probably noticed the many renovations and upgrades taking place throughout our 770-bed hospital. TMH is in the midst of an aggressive hospital revitalization plan that combines leading edge technology with an aesthetically pleasing and comfortable environment for patients and families. This includes the ongoing renovation of nursing units, which once completed in about two years will result in all private patient rooms throughout the hospital. Funding for this project is provided by a grant from the TMH Foundation.

Heart & Vascular Center
TMH opened a major artery on our path to World Class health care in May with the unveiling of the first phase of the Tallahassee Memorial Heart & Vascular Center on the second floor of the hospital. This $13.4 million renovation includes an expanded pre and post procedural unit, a new diagnostic and interventional suite with a new hybrid lab that can be used for both vascular and cardiac catheterization procedures, and a new electrophysiology lab.

Orthopedic Center
This new 24-bed nursing unit dedicated to providing high quality orthopedic care to patients opened on the sixth floor of the hospital in May. Working directly with about 20 orthopedic surgeons, the Orthopedic Center is the Big Bend region’s quality and volume leader in joint replacement surgery and has the region’s only Orthopedic Trauma Surgeon, Hank Hutchinson, M.D., on its Medical Staff. To help promote a smooth recuperation following surgery, Orthopedic Center staff offer “Joint Adventures” classes each month for patients who are either scheduled for or anticipating total hip replacement or total knee replacement surgery.

Diabetes Medical Care Unit
Patients who need to be hospitalized because of diabetes, medical conditions related to diabetes and other endocrine diseases can experience the comfort of all private patient rooms in the hospital’s new 18-bed Diabetes Medical Care Unit. The Unit opened on the fifth floor of the hospital in March. Here, nurses and dietitians work with local endocrinologists to teach patients and their families the skills needed to better manage their diabetes at home.

Cafeteria
The TMH Cafeteria, located on the ground floor of the hospital, underwent a complete renovation during 2007 that resulted in a fresh modern décor, and an expansion of dining choices. Visitors now experience a more efficient design with improved traffic flow through the cafeteria’s eatery. Dining choices available at the cafeteria include an Innovations food station and a Freshens counter offering frozen yogurt and smoothies.
New Cafeteria, New Dining Choices
Our cafeteria underwent a complete renovation that resulted in a fresh modern décor, and an expansion of dining choices. (Left to right) Executive Chef Michael Cole, Chef Fred Ford and Operations Director/Executive Chef Marcus Lepke.
Standard Patient Discharge Time

To give our Environmental Services team time to prepare rooms before the influx of new patients each afternoon, TMH has worked with its Medical Staff to implement a standard discharge time of noon each day. Pictured here is Housekeeper Vanzella Towells.
Improving the Patient Experience by Reducing Wait Times

Tallahassee Memorial, like virtually every other hospital in the country, is faced with the constant challenge to provide excellent quality and compassionate care in the most timely and efficient manner possible. We recognize that for patients and their families, waiting for care can be a frustrating experience.

In 2007, we began an intensive initiative aimed at improving the patient experience at TMH as it relates to wait time. To signify the intensity and the magnitude of this effort, the initiative was named Operation Overlord, which was the code name for the Allied Invasion of Normandy during World War II. Operation Overlord includes a variety of tactics designed to achieve measurable improvements within specific timeframes. Key components of Operation Overlord include:

**Tallahassee Memorial Urgent Care Center**
To reduce the wait time for patients who need prompt treatment for minor illnesses or injuries, TMH opened the Urgent Care Center on its campus. Located across the street from the Bixler Emergency Center on Medical Drive, the Urgent Care Center is staffed by board certified physicians and other highly skilled clinical professionals. Hours of operation are 11 a.m. to 11 p.m., seven days a week.

**National Emergency Department Overcrowding Scale**
TMH adopted the National Emergency Department Overcrowding Scale (NEDOCS) to improve communication throughout the hospital regarding the number and severity levels of patients in the Bixler Emergency Center. NEDOCS is a color coded indicator system that appears on TMH’s Intranet home page and is updated by Emergency Center staff multiple times every day. When certain NEDOCS levels occur, key personnel are paged and actions are implemented to resolve overcrowding.

**Standard Patient Discharge Time**
An analysis of TMH data in 2007 revealed that we experience an influx of patient admissions beginning at about 2 p.m. each afternoon. At the same time, many patients who are ready to go home are still in their rooms waiting to be discharged. To give our Environmental Services team time to prepare patient rooms before this daily influx, TMH has worked with its Medical Staff to implement a standard discharge time of noon each day. This model has proven to be successful in many hospitals.

**Admission Discharge Transfer Unit**
The ADT Unit focuses on prompt assessment and treatment of newly admitted patients who are waiting for a room on an appropriate inpatient unit. Pictured here are Arnitta Walker, Unit Secretary, (left) and Marsha Hartline, R.N. (right).

**Capacity Response and Surge Plans**
TMH has implemented Capacity Response and Surge Plans that include the distribution of hospital capacity statistics via pager every six hours and surge plans that are triggered if pre-determined volumes are reached. Each nursing unit is empowered to implement its own surge plan in order to maximize the space and staff available to care for additional patients.
Mitral Valve Repair
David Saint, M.D., a Cardiovascular Surgeon with the Heart Surgery Center, performs a new mitral valve repair procedure at Tallahassee Memorial using the GeoForm annuloplasty ring, a device designed to treat leaking mitral valves (Mitral Valve Regurgitation), in patients with valvular heart disease.
Leading the Region With Innovative Treatments and Technology

The expertise of our medical staff has helped Tallahassee Memorial establish a tradition of being the first in the region to offer many innovative new procedures and advanced technologies to meet the needs of our patients. Several new treatments and technologies were introduced at TMH during 2007, many of them available in the Big Bend Region for the first time.

Robotic Surgery for Hysterectomy
Tallahassee Memorial became the first hospital in the Florida Big Bend and Southwest Georgia regions to offer a less invasive robotic gynecological procedure. Shawn Ramsey, D.O., a physician with Gynecology & Obstetrics Associates of Tallahassee, performed a hysterectomy using the da Vinci® Surgical System which offers a more precise surgery. Potential benefits of robotic surgery including a shorter hospital stay, less pain and scarring, less risk of infection and a quicker recovery. The da Vinci® Surgical System is also used for hysterectomy procedures by Jana Bures-Forsthoefel, M.D., of Gynecology & Obstetrics Associates.

TMH acquired the da Vinci® Robotic Surgery System in late 2005. It is also being used for radical prostatectomy (surgical removal of the prostate gland) performed by David Burday, M.D., Daniell Rackley, M.D., and Jean-Paul Tran, M.D., all of Southeastern Urological Center.

Total Disc Replacement for Degenerative Joint Disease
Surgeons at Tallahassee Memorial were the first in the region to offer innovative new procedures that can help maintain the mobility of patients who undergo spine surgery for the treatment of degenerative joint disease. Total Disc Replacement removes an unhealthy disc in either the lumbar or cervical regions and replaces it with an artificial implant that can replicate the physiological motion of a natural joint.

Albert Lee, M.D., a neurosurgeon with Tallahassee Neurological Clinic, performed a Lumbar Artificial Disc Replacement at TMH marking the first time this procedure had been performed in Florida. Other surgeons who perform total disc replacement in either the lumbar region, the cervical region or both include Christopher Rumana, M.D., of Tallahassee Neurological Clinic, Spencer Stoetzel, M.D., of North Florida Sports Medicine and Orthopaedic Center and Thomas Parks, M.D., of Tallahassee Orthopedic Clinic.

Blood Clot Removal for Stroke Patients
Physicians at Tallahassee Memorial were among the first in the state to utilize the Merci® Retrieval System to remove a blood clot from the brain of a stroke patient. The Merci® (Mechanical Embolis Removal in Cerebral Ischema) Retrieval System is leading edge technology that uses catheterization to deliver a cork screw type device called the Merci® retriever into the brain. The procedure begins with a small puncture in the femoral artery of the groin. The device is then navigated through arterial system to the brain where it captures and removes the clot, thus restoring blood flow to the brain. The Merci® Retrieval System may be an alternative for certain patients who were not able to receive intravenous clot dissolving drug therapy within the three hour window, or for patients when clot dissolving therapy was not successful.

Laser Treatment for Peripheral Artery Disease
Physicians at Tallahassee Memorial are now using an innovative new laser procedure to treat patients suffering from Peripheral Artery Disease (PAD) a common circulatory problem in which narrowed arteries reduce the blood flow to a person’s limbs. This minimally invasive procedure, called Cool Laser Ablation uses a “cool” or excimer laser to vaporize blockages and restore blood flow in leg arteries. The entire procedure usually takes only one to two hours, followed by one to two days of recovery. It is used by vascular surgeons from Vascular Surgery Associates and by cardiologists from Southern Medical Group. The Excimer Laser System can also be used for cardiac lead removal from patients with pacemakers.

GeoForm Annualplasty Ring for Mitral Valve Repair
In 2007, David Saint, M.D., a Cardiovascular Surgeon with the Heart Surgery Center, began performing a new mitral valve repair procedure at Tallahassee Memorial using the GeoForm annuloplasty ring, a device designed to treat leaking mitral valves (Mitral Valve Regurgitation), in patients with valvular heart disease. According to Dr. Saint, new techniques and devices, such as use of the GeoForm ring, mean that many valves which in the past would require replacement, are now being repaired with excellent results.

continued on page 13
Endobronchial Ultrasound

Alberto Fernandez, M.D., of Tallahassee Pulmonary Clinic, was the first physician in the Big Bend region to use Endobronchial Ultrasound (EBUS) for the diagnosis and treatment of individuals with lung cancer, inflammatory diseases, fungal infections, lymphomas and other pulmonary diseases.
Leading the Region With Innovative Treatments and Technology continued

**Endobronchial Ultrasound for Pulmonary Conditions**
Alberto Fernandez, M.D., a pulmonologist who joined Tallahassee Pulmonary Clinic in 2007, is the first physician in the Big Bend region to use Endobronchial Ultrasound (EBUS) for the diagnosis and treatment of individuals with lung cancer, inflammatory diseases, fungal infections, lymphomas and other pulmonary diseases.

EBUS, a minimally invasive pulmonary procedure that is performed in Tallahassee Memorial’s Endoscopy Department, uses a camera and instrument to extract lung tissue for testing. The advantages of EBUS include greater accuracy for removing diseased tissue and the potential for reduced patient recovery time and the risk of complications.

**Catheter Free pH Monitoring System for Evaluation of GERD**
In 2007, Tallahassee Memorial introduced the Bravo™ pH Monitoring System, the first catheter-free system used to measure esophageal pH (acidity) levels in patients who have or are suspected of having gastroesophageal reflux disease (GERD). A catheter-free system means there are no tubes or wires, allowing patients to maintain their normal diet and activities while having their pH levels monitored on a small transmitter. Insertion of the Bravo™ pH Monitoring system by a gastroenterologist is performed in the Endoscopy Department at TMH.

**Robotic Hysterectomy**
Shawn Ramsey, D.O., (left) and Jana Bures-Forsthoefer, M.D., both with Gynecology & Obstetrics Associates, use the da Vinci® Robotic Surgery System for hysterectomy. Robotic surgery offers potential benefits of a shorter hospital stay, less pain and scarring, less risk of infection and a quicker recovery.
Volunteers Give the Gift of Time

Tallahassee Memorial is honored to have a dedicated family of volunteers, ranging from teens to seniors and even pets who assist patients, families and staff in providing quality care. During 2007, volunteers contributed 75,000 hours of service to TMH and accomplished the following:

- The TMH Auxiliary raised more than $18,000 during the annual five-dollar jewelry sales for the benefit of the Bixler Emergency Center and Perinatal Bereavement Services.
- Proceeds from the TMH Auxiliary Gift Shop purchased needed equipment and supplies for patient areas: including an ultrasound machine, cardiac pillows, baby supplies, and coffee and tea service supplies.
- Auxiliary volunteers made baked goods for tea cart service in the Rehab and Cancer Centers, made cards for patient trays, baby blankets, caps, and booties for new babies, knitted hats for cancer patients and made stuffed animals for pediatric patients.
- Pet therapy volunteers increased their services to all TMH units and held a Holiday “Pet Parade.”
- Pastoral Care volunteers increased the amount of bedside ministry to those wanting prayer and helped establish an annual Service of Remembrance for TMH colleagues and patients.
- Hospital Elder Life Program volunteers completed training and began patient visits.
- Lifeline volunteers installed 257 Lifeline systems in a 15-county area.
- Music Therapy volunteers sang and played instruments in the Laurie L. Dozier, Jr., M.D. Atrium.

For information about serving as a TMH volunteer, call the Office of Volunteer Services at 431-5331.

Charity & Uncompensated Care

Tallahassee Memorial provided $81.5 million of charity and uncompensated care during the 2006-2007 fiscal year, which equates to $223,288 per day. Charity Care includes care provided to those who meet charity care guidelines (150 percent of the federal poverty level). Uncompensated care is care provided to those who are uninsured or underinsured for which the hospital does not receive payment.

Women and Heart Disease Campaign & Heart Health Screenings

Heart disease is the leading cause of death among women, a fact that the majority of women in our community are unaware of. To increase women’s knowledge of heart disease and encourage women who think they may be experiencing a heart attack to seek immediate treatment, the Tallahassee Memorial Heart & Vascular Center began a Women’s Heart awareness campaign in January 2007. The initiative included the launch of a Women’s Heart website (www.tmh.org/womensheart) that explains how women can take control of their heart health. TMH also conducted a series of heart health screenings for both women and men throughout the Big Bend region and screened a total of 914 people in nine different locations.

Breast Cancer Patient Navigator

As a result of a $150,000 grant from the American Cancer Society, the Tallahassee Memorial Cancer Center implemented a Breast Cancer Patient Navigator Program to reach out to women with breast cancer, particularly to under-served women living in rural areas. TMH Breast Cancer Patient Navigator Wendy Mathews-Wheeless, R.N., works closely with Breast Health Coordinator Judy Welch, R.N., L.C.S.W., to improve access to mammography for every woman and provide support and assistance to women who are diagnosed with breast cancer.

Healthy Living For Women

In early 2007, Tallahassee Memorial launched “Healthy Living for Women,” a program designed to move women to good health through education, networking and support, assisting them to make the best health care decisions for themselves and their loved ones. “Healthy Living for Women” members receive many different benefits including free admission to monthly Lunch & Learn programs featuring physicians and other experts who specialize in women’s health issues. Some of the

continued on page 16
Volunteer Services

Baking cookies and serving tea to patients at the Tallahassee Memorial Cancer Center is one of the many ways our volunteers give the gift of time. Shown here are TMH Auxiliary members Rosa Strickland (left) and Gail O’Kelly.
topics explored at monthly Lunch & Learns included pregnancy, menopause, women and heart disease, circulatory problems, nutrition & fitness, dealing with stress, colorectal cancer and caring for your skin.

**Mentoring & Support to Clinical Education**

The colleagues of Tallahassee Memorial serve as mentors and educators to hundreds of college and high school students majoring or considering careers in health care. Tallahassee Memorial currently has 45 affiliation agreements with high schools, universities and vocational schools throughout our region. High school students from Leon, Chiles and Lincoln High schools participated in the Gifted Externship program and were placed in different areas of the hospital where they were allowed to explore career opportunities in health care. TMH also continues its long-running Godby Health Connection. Students in this program are placed with mentors at the hospital as part of a program that has been in place since 1992. These mentors provide observations and hands-on opportunities to advance their knowledge in their chosen health care careers.

**NeuroScience Center Outreach**

The Tallahassee Memorial NeuroScience Center continued its long tradition of community outreach, education, support groups and screenings for a variety of neurological conditions including stroke, memory disorders, Parkinson’s disease, multiple sclerosis and brain injury. During 2007, the NeuroScience Center conducted a Parkinson’s Symposium and a Multiple Sclerosis Symposium for patients and caregivers affected by these conditions and provided free community memory disorder screenings to 135 people.

**Annual Prostate Screening**

In September 2007, colleagues from the Tallahassee Memorial Cancer Center, in partnership with Southeastern Urological Center, provided free prostate cancer screenings to 890 men, including 226 African American men, an ethnic group that is at a higher risk for developing prostate cancer than other groups of men.

**MRSA Education**

In response to the growing incidence of community acquired MRSA (Methicillin Resistant Staphylococcus Aureus), a serious staph infection that is resistant to antibiotics, TMH Community Nurse Educator Sherry Wisham, R.N., made dozens of presentations to school and community groups throughout the Big Bend region during 2007. The presentations focus on recognizing the signs of MRSA, as well steps to take that can help avoid this infection.

**Colleague Community Service & Giving**

This year, TMH and its colleagues continued their active support of many different nonprofit organizations through both volunteer service and fund-raising contributions to many nonprofit organizations, particularly those with missions to improve the health and welfare of our community. This includes organizations such as the United Way of the Big Bend, the American Cancer Society, the American Heart Association, the National Alliance for the Mentally Ill and the March of Dimes. In 2007, Tallahassee Memorial won the Team Fundraising Award from the March of Dimes for raising over $20,000 for their annual WalkAmerica.

**Support Groups**

TMH health care professionals serve as hosts and facilitators of dozens of support groups every month including Alzheimer’s Disease, Bariatric Surgery, Brain Injury, Breast Cancer, Breast-feeding Moms, Caregivers, Diabetes, Epilepsy, Hepatitis, Multiple Sclerosis, Parkinson’s Disease, and Stroke. For information regarding any of these support groups, call the TMH Public Relations Department at (850) 431-5875.

**March of Dimes**

TMH has supported the March of Dimes Walk-America event for more than 20 years. It is a cause near to the hearts of colleagues working in the Neonatal Intensive Care Unit at the Tallahassee Memorial Women’s Pavilion.
Breast Cancer Services
Wendy Mathews-Wheeless, R.N., (left) is Tallahassee Memorial’s Breast Cancer Patient Navigator. She helps improve access to mammography for women, particularly underserved women in rural areas, and provides support and assistance to women who are diagnosed with breast cancer.
TALLAHASSEE MEMORIAL HEALTHCARE FOUNDATION, INC.

Tallahassee Memorial HealthCare Foundation is an integral part of Tallahassee Memorial HealthCare’s operational structure and is the legal entity designated to receive charitable contributions on behalf of TMH. Fund-raising activity supports the patient care units of the hospital and generates medical, scientific, educational and research funding. Gifts to the Foundation foster community involvement with TMH and promote the general health of the public through educational training and research programs. Through the foresight, active participation and generosity of benefactors and friends, TMH and the Foundation enjoyed notable success during the 2006-2007 fiscal year. TMH Foundation President & CEO Paula Fortunas was named Outstanding Fundraising Professional of the Year by the Big Bend Chapter of the Association of Fundraising Professionals.

Please contact the Tallahassee Memorial HealthCare Foundation to either request complimentary gift and financial planning information or to make a gift. You can reach the Foundation by telephone (850.431.5389); fax (850.431.4483); e-mail (contact@tmhfoundation.org) or letter (1331 East Sixth Avenue, Tallahassee, FL 32303). To make a secure credit card donation online, please go to www.tmhfoundation.org and click on the “Make a Donation” link.

The Tallahassee Memorial HealthCare Foundation received gifts totaling $8,941,967.07 during Fiscal Year 2007. See page 21 for a detailed Foundation Gift Report.
Foundation Report

Tallahassee Memorial Salutes Laurie L. Dozier, Jr., M.D.
Physician, Philanthropist, “Maverick”

The Laurie L. Dozier, Jr., M.D. Atrium at Tallahassee Memorial Hospital was dedicated in honor and recognition of Dr. Dozier’s distinguished service, compassionate care of patients, outstanding contributions to the health and well-being of generations, exemplary leadership within the medical community and significant contributions to the development and growth of Tallahassee Memorial HealthCare. According to Paula S. Fortunas, President and CEO of the TMH Foundation, “The Laurie L. Dozier, Jr., M.D. Atrium will stand as a lasting tribute to the life and values of Dr. Dozier. His knowledge, understanding, determination and generosity will forever inform and illuminate the mission and vision of Tallahassee Memorial.”

“Dr. Dozier’s legacy continues to unfold,” said G. Mark O’Bryant, President and CEO of Tallahassee Memorial HealthCare, when he announced in September 2007 that Dr. Dozier had funded a $2,000,000 charitable remainder trust for the ultimate benefit of Tallahassee Memorial and the Florida State University College of Medicine. Mr. O’Bryant noted, “Dr. Dozier is a doctor’s doctor and recognizes the exceedingly positive influence of the clinical skills education programs of both FSU and TMH. His magnificent gift will enhance and strengthen clinical education and other medical initiatives at each institution.” M. T. Mustian, retired TMH President and CEO, added, “Dr. Dozier’s history with TMH is rich and deep. He is truly a pillar of Tallahassee Memorial.”

Dr. Dozier’s response to these accolades was typical of his character. “I was in the right place at the right time to participate in the rapid growth and changes in medicine. Actually, it was my friend and partner, Jerry Bryant, who had the organizational and managerial ability. He was the one I relied on professionally and personally. I was born here, grew up here and saw how many people could not afford health care. My father, Laurie Dozier, Sr., was one of the founding physicians of Tallahassee Memorial Hospital and my wife Margaret was a nurse there for 20 years. Since it opened, TMH has taken care of those who need it and today the hospital is better than ever under the present leadership team. My gift was an expression of confidence in TMH. I wanted to help, to give back to the hospital my father helped found and where Margaret practiced nursing and I practiced medicine.”

In January 1960, Dr. Dozier commenced the private practice of internal medicine and cardiology in Tallahassee with Gerald Bryant, M.D. Their group was known as Cardiology Associates until June 30, 1988 when it became Southern Medical Group from which Dr. Dozier retired in December 1991. Dr. Bryant and Dr. Dozier, Jr. joined with Dr. Dozier’s father, Laurie L. Dozier, Sr., M.D., and brother, Richard Dozier, M.D., in constructing a building to house both Cardiology Associates and the Dozier practice.

Throughout his decades-long distinguished career, Dr. Dozier was never one to accept the status quo. Consequently, he was often branded the “maverick” for his tenacity and outspoken political, social and medical positions. Dr. Dozier was ever the proponent for positive change as evidenced by his important and enduring work with the Hospital Advisory Council for the State of Florida, the Florida Medical Association’s National Legislative Council, the Board of Directors of the Florida Physicians Association, the American Medical Association, the Capital Medical Society, the Florida Society of Internal Medicine and the American Society of Internal Medicine. Gerald Bryant, M.D. said, “Laurie was not afraid to stand up for those less fortunate than he. One example was

continued on page 20
The Laurie L. Dozier, Jr., M.D. Atrium at Tallahassee Memorial Hospital will stand as a lasting tribute to the life and values of Dr. Dozier.

Tallahassee Memorial Salutes Laurie L. Dozier, Jr., M.D.
continued

how he supported Medicare when it first came along, telling those who called it a socialist program: ‘you’re not looking out for the people who really need it.’”

According to Jesse Judelle, M.D. “It’s no surprise that he is giving money back to the community. He has always had a desire to see Tallahassee grow and grow better. He loves his town, his county, his state and his hospital. TMH was his hospital. He worked to make it better when he was on the staff. Now that he is retired, he is doing everything he can to continue that effort.”
**Foundation Report**

**Family Medicine Residency Program Awarded Funding for Mind-Body-Spirit Training**

The Tallahassee Memorial Family Medicine Residency Program will be able to incorporate Mind-Body-Spirit training into its residency curriculum and family medicine practice thanks to a Title VII grant recently received by the TMH Foundation from the U.S. Health Resources and Services Administration (HRSA).

“The $498,000 grant will be used to develop curricula within the TMH Family Medicine Residency Program with an emphasis on the mind-body-spirit connection and spirituality as it pertains to patient care. This training will equip the residents with mind-body-spirit medical interventions that can benefit both their patients and themselves,” said Paula Fortunas, TMH Foundation President and CEO.

Cathy Snapp, Ph.D., a faculty member of behavioral medicine at the Tallahassee Memorial Family Medicine Residency Program, conceived and developed the Mind-Body-Spirit grant proposal in collaboration with the TMH Foundation. She explains, “A substantial body of research exists that suggests an array of mind-body-spirit interventions such as meditation, imagery, relaxation and biofeedback, can be effective adjunctive therapies for a wide-array of health-related problems. However, in order for them to be incorporated into mainstream conventional education and practice, professional training is essential.”

Dr. Snapp notes further, “We are so fortunate to be able to draw upon the rich reservoir of highly trained and experienced mind/body practitioners that we have here in Tallahassee. They will serve not only as mentors to our faculty and residents but also as clinical practitioners for our patient population.

Donald Zorn, M.D., Director of the Family Medicine Residency Program, explains how the Mind-Body-Spirit grant will enhance the Residency Program. “It is so gratifying to have been awarded this grant in such tight budget times. In no way are we abandoning traditional training in evidence-based Western style medicine. Rather, we want to augment the range of therapies our residents can apply. We seek to arm them with proven mind-body-spirit interventions to help their patients heal or be comforted, when traditional therapies fall short.”

The Tallahassee Memorial Family Medicine Residency Program is an accredited teaching facility that has, for more than 30 years, provided advanced training to physicians who are specializing in the practice of Family Medicine. It also serves as a Family Medicine doctors’ office for patients in Leon County and surrounding communities.

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**Foundation Gift Report**

**Fiscal Year 2006-2007**

**GIFTS AND GRANTS OUTRIGHT**
- Operations-Unrestricted: $752,827.54
- Operations-Restricted: $4,150,258.04
- Endowments and Capital-Unrestricted: $193,638.82
- Endowments and Capital-Restricted: $2,290,031.67

**TOTAL**: $7,386,756.07

**GIFTS AND GRANTS ADMINISTERED BY OTHERS**
- Operations-Unrestricted: $0.00
- Operations-Restricted: $0.00
- Endowments and Capital-Unrestricted: $0.00
- Endowments and Capital-Restricted: $750,000.00

**TOTAL**: $750,000.00

**GIFTS AND GRANTS DEFERRED**
- Operations-Unrestricted: $0.00
- Operations-Restricted: $0.00
- Endowments and Capital-Unrestricted: $0.00
- Endowments and Capital-Restricted: $805,211.00

**TOTAL**: $805,211.00

**GRAND TOTAL**: $8,941,967.07

**GIFT AND GRANT DESIGNATIONS**

- Behavioral Health Center: $1,277.00
- Bixler Emergency Center & Trauma Center: $1,623,484.00
- Cancer Center: $855,922.16
- Heart & Vascular Center: $25,667.60
- Medicine Services: $505,366.81
- Orthopedic & NeuroScience Centers: $611,575.36
- Surgical Services: $141.56
- Women’s & Children’s Services: $742,946.83
- Hospital-Wide Services: $3,770,374.75
- Hospital-Wide Services - Deferred: $805,211.00

**GRAND TOTAL**: $8,941,967.07
Quality Report

The following set of quality measures have been selected by the Centers for Medicare & Medicaid Services (CMS) as quality measures because they relate to conditions that are common among the Medicare population and because they are considered best practices for treating people with these conditions. This information comes from quality data submitted to CMS for the period ending in June 2007, which was the latest information available to the public on the Medicare website at the time this report was published. Higher percentages are better. To see the full set of data, visit www.hospitalcompare.hhs.gov.

HEART ATTACK (AMI) CARE

<table>
<thead>
<tr>
<th>Measure</th>
<th>TMH Ending June 2007</th>
<th>TMH Ending June 2006</th>
<th>State Average (North Florida)</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspirin at Arrival</td>
<td>95%</td>
<td>97%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Aspirin at Discharge</td>
<td>96%</td>
<td>99%</td>
<td>91%</td>
<td>90%</td>
</tr>
<tr>
<td>Beta Blocker at Arrival</td>
<td>98%</td>
<td>95%</td>
<td>90%</td>
<td>88%</td>
</tr>
<tr>
<td>Beta Blocker at Discharge</td>
<td>96%</td>
<td>98%</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>ACE Inhibitor or ARB for left Ventricular Systolic Dysfunction</td>
<td>88%</td>
<td>91%</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Smoking Cessation Advice</td>
<td>100%</td>
<td>97%</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>PCI within 90 minutes of Arrival</td>
<td>77%</td>
<td>NA</td>
<td>59%</td>
<td>60%</td>
</tr>
</tbody>
</table>

Heart attack patients who receive the following treatments, if appropriate, have better outcomes than those who do not:

- Patients who are given aspirin within 24 hours of arriving at the hospital unless aspirin is harmful to the patient (For example, if the patient has an ulcer).
- Patients who are prescribed aspirin when discharged from the hospital, unless it would be harmful to the patient.
- Patients who are given a beta blocker (a medicine used to treat heart problems) within 24 hours of arriving at the hospital.
- Patients who are prescribed a beta blocker when discharged from the hospital.
- Patients who are given an ACE Inhibitor or ARB (medicines that treat some heart problems) when leaving the hospital.
- Patients who are advised to avoid all tobacco products and second-hand smoke.
- Patients who receive Percutaneous Coronary Interventions (PCI) within 90 minutes of arrival to the hospital.

HEART FAILURE CARE

<table>
<thead>
<tr>
<th>Measure</th>
<th>TMH Ending June 2007</th>
<th>TMH Ending June 2006</th>
<th>State Average (North Florida)</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACE Inhibitor or ARB for left Ventricular Systolic Dysfunction</td>
<td>84%</td>
<td>84%</td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Assessment of left ventricular function</td>
<td>98%</td>
<td>97%</td>
<td>91%</td>
<td>85%</td>
</tr>
<tr>
<td>Heart Failure discharge instructions</td>
<td>75%</td>
<td>84%</td>
<td>70%</td>
<td>66%</td>
</tr>
<tr>
<td>Smoking Cessation Advice</td>
<td>100%</td>
<td>99%</td>
<td>93%</td>
<td>86%</td>
</tr>
</tbody>
</table>

Heart failure patients who receive the following treatments, if appropriate, have better outcomes than those who do not:

- Patients who are prescribed an ACE inhibitor or ARB when leaving the hospital.
- Patients who have their heart checked to see if the left chamber is pumping. (This is called a left ventricular function assessment.)
- Patients who are given information on how to manage their symptoms (such as weighing every day and avoiding certain foods).
- Patients who are advised to avoid all tobacco products and second-hand smoke.
Quality Report

SURGICAL CARE IMPROVEMENT/INFECTION PREVENTION

<table>
<thead>
<tr>
<th>Measure</th>
<th>TMH Ending June 2007</th>
<th>TMH Ending June 2006</th>
<th>State Average (North Florida)</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial antibiotic timing</td>
<td>95%</td>
<td>90%</td>
<td>87%</td>
<td>82%</td>
</tr>
<tr>
<td>Appropriate Preventative Antibiotic(s)</td>
<td>96%</td>
<td>88%(1)</td>
<td>89%</td>
<td>90%</td>
</tr>
<tr>
<td>Antibiotic(s) Stopped within 24 hours</td>
<td>90%</td>
<td>68%</td>
<td>76%</td>
<td>78%</td>
</tr>
<tr>
<td>Treatment to Prevent Blood Clots Ordered by Doctor</td>
<td>88%</td>
<td>NA(2)</td>
<td>79%</td>
<td>79%</td>
</tr>
<tr>
<td>Treatment to Prevent Blood Clots Received within 24 Hours</td>
<td>68%</td>
<td>NA(2)</td>
<td>73%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Surgical Patients who receive the following treatments, if appropriate, have better outcomes than those who do not:

- Patients who received preventative antibiotic(s) one hour before incision.
- Patients who received the appropriate preventative antibiotic(s) for their surgery.
- Patients whose preventative antibiotic(s) are stopped within 24 hours after surgery.
- Patients whose doctors ordered treatments to prevent blood clots (venous thromboembolism) for certain types of surgeries.
- Patients who received treatment to prevent blood clots within 24 hours before or after selected surgeries.

PNEUMONIA CARE

<table>
<thead>
<tr>
<th>Measure</th>
<th>TMH Ending June 2007</th>
<th>TMH Ending June 2006</th>
<th>State Average (North Florida)</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oxygenation Assessment</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Pneumococcal Vaccination</td>
<td>93%</td>
<td>91%</td>
<td>78%</td>
<td>75%</td>
</tr>
<tr>
<td>Smoking Cessation Advice</td>
<td>100%</td>
<td>97%</td>
<td>93%</td>
<td>84%</td>
</tr>
<tr>
<td>Initial ER Culture Prior to First Dose of Antibiotic</td>
<td>84%</td>
<td>NA(2)</td>
<td>88%</td>
<td>90%</td>
</tr>
<tr>
<td>Influenza Vaccination</td>
<td>91%</td>
<td>84%</td>
<td>76%</td>
<td>75%</td>
</tr>
<tr>
<td>Appropriate Initial Antibiotic</td>
<td>92%</td>
<td>84%</td>
<td>86%</td>
<td>86%</td>
</tr>
<tr>
<td>Initial Antibiotic Timing</td>
<td>95%</td>
<td>NA(2)</td>
<td>92%</td>
<td>93%</td>
</tr>
</tbody>
</table>

Pneumonia patients who receive the following treatments, if appropriate, have better outcomes than those who do not:

- Patients who have the oxygenation levels in their blood measured within 24 hours of arrival at the hospital. (This is called an oxygenation assessment.)
- Patients who are given a pneumonia vaccine, if they have not already had one, before they leave the hospital.
- Patients who are advised to avoid all tobacco products and second-hand smoke.
- Patients whose initial emergency department culture was performed prior to administration of first hospital dose of antibiotic.
- Patients assessed and given the influenza vaccination.
- Patients who are given an appropriate antibiotic or combination of antibiotics to treat pneumonia as soon as possible.
- Patients given initial antibiotic(s) within 6 hours after arrival to hospital.

(1) Hospitals reported this data to the Centers for Medicare & Medicaid Services (CMS) in 2006 but due to national debates regarding this measure, CMS did not make this data available on their website until relevant issues were resolved.
(2) New measure implemented after June 2006; no previous data available.
Financial Report

As a not-for-profit community health care system, Tallahassee Memorial exists to provide high quality health care to residents of the Big Bend region. To accomplish this we strive to operate with a positive bottom line, so that our operating surplus can be reinvesting in the people and technology that make high quality health care possible.

Tallahassee Memorial believes that having a surplus of between 4 and 5 percent above our annual operating costs provides us with the financial resources we need to invest in leading-edge technologies and to hire and retain caring and highly competent employees. TMH closed out the 2006-07 fiscal year with a 4.5 percent operating surplus.

**BALANCE SHEET AS OF SEPTEMBER 30, 2007**

<table>
<thead>
<tr>
<th>Assets</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and short term investments</td>
<td>$48,768,022</td>
</tr>
<tr>
<td>Accounts receivable, net</td>
<td>55,610,332</td>
</tr>
<tr>
<td>Inventories</td>
<td>5,462,016</td>
</tr>
<tr>
<td>Prepaid expenses and other assets</td>
<td>9,160,246</td>
</tr>
<tr>
<td>Facilities and equipment, net</td>
<td>187,484,382</td>
</tr>
<tr>
<td>Other long term assets</td>
<td>28,744,683</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$335,229,681</strong></td>
</tr>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$38,247,543</td>
</tr>
<tr>
<td>Accrued wages and leave time</td>
<td>--</td>
</tr>
<tr>
<td>Notes and bonds payable</td>
<td>137,672,001</td>
</tr>
<tr>
<td>Self insurance reserves</td>
<td>26,875,000</td>
</tr>
<tr>
<td>Accrued pension liabilities</td>
<td>30,077,580</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>11,082,863</td>
</tr>
<tr>
<td>Net assets</td>
<td>91,274,694</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>$335,229,681</strong></td>
</tr>
</tbody>
</table>

**EXPENSE DOLLAR**

<table>
<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, wages and benefits</td>
<td>$166,607,000</td>
<td>$0.45</td>
</tr>
<tr>
<td>Supplies and other</td>
<td>91,321,000</td>
<td>$0.25</td>
</tr>
<tr>
<td>Drugs</td>
<td>15,371,000</td>
<td>$0.04</td>
</tr>
<tr>
<td>Insurance</td>
<td>11,589,000</td>
<td>$0.03</td>
</tr>
<tr>
<td>Bad debts</td>
<td>48,451,000</td>
<td>$0.13</td>
</tr>
<tr>
<td>Depreciation and interest</td>
<td>25,169,000</td>
<td>$0.07</td>
</tr>
<tr>
<td>Other expenses</td>
<td>12,962,000</td>
<td>$0.03</td>
</tr>
<tr>
<td><strong>Total operating costs</strong></td>
<td><strong>$371,470,000</strong></td>
<td><strong>$1.00</strong></td>
</tr>
</tbody>
</table>

Charity and Uncompensated Care $81,500,000

**ADMISSIONS AND PATIENT DAYS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Admissions</th>
<th>Patient days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult and pediatrics</td>
<td>16,114</td>
<td>78,594</td>
</tr>
<tr>
<td>Obstetrics</td>
<td>4,595</td>
<td>13,826</td>
</tr>
<tr>
<td>Neonatal and newborns</td>
<td>4,326</td>
<td>19,110</td>
</tr>
<tr>
<td>Behavioral health</td>
<td>1,681</td>
<td>11,213</td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>695</td>
<td>11,989</td>
</tr>
<tr>
<td><strong>Total admissions</strong></td>
<td><strong>27,411</strong></td>
<td><strong>134,732</strong></td>
</tr>
</tbody>
</table>
Tallahassee Memorial HealthCare is a not-for-profit community health care system that includes a 770-bed acute care hospital and a variety of other health and medical services. Its medical staff consists of approximately 400 physicians representing 50 different specialties.

ADULT DAY CARE ................................................. 531-0712
2039 N. Monroe St. - Provides therapeutic, daytime care in a safe, pleasant environment for clients 60 years of age and up.

ANGIE DEEB CANCER UNIT
Designed to care, comfort and educate today’s cancer patient and their family, the Angie Deeb Cancer Unit includes the only inpatient oncology unit in the Big Bend Region and an Outpatient Unit with oncology certified nurses and chemotherapy provider nurses.
Inpatient Unit ...................................................... 431-1794
Outpatient Unit ...................................................... 431-1712

BARIATRIC & WEIGHT MANAGEMENT CENTER ...... 431-5404
1981 Capital Cir. NE - Provides care coordination and nutrition counseling for patients who are overweight. The Center also provides bariatric education, nutrition counseling, and support for those considering or having undergone bariatric surgery.

BEHAVIORAL HEALTH CENTER ......................... 431-5100
1616 Physicians Drive - A 60-bed free-standing psychiatric hospital providing inpatient and outpatient care of children six years of age and older, adolescents and adults. Our psychiatrists, nurses, social workers and other professional staff have delivered over 30 years of the highest quality mental health services including Evaluation Services, Inpatient Services, Outpatient Services, Co-Occurring Disorders and Chemical Dependency Program, Psychological Testing Services and an Employee Assistance Program, to thousands of patients from North Florida and South Georgia.

BIXLER EMERGENCY CENTER ......................... 431-0911
A 37,000 square foot facility with CT Scanner and two X-ray units on-site. Accredited Chest Pain Center. Certified Stroke Center.

BREAST PROSTHESIS
See Sharon Ewing Walker Breast Health Center

BREAST CANCER SERVICES
See Sharon Ewing Walker Breast Health Center

CANCER CENTER ................................................. 431-ICAN (4226)
The longest continuously accredited community hospital cancer program in Florida and the only accredited program in the Big Bend Region. Our affiliation with the Moffitt Cancer Center in Tampa enhances our cancer services by enabling patients to receive comprehensive cancer treatment at TMH while having access to Moffitt for a broader range of clinical trials. Services include The Angie Deeb Cancer Unit (Inpatient and Outpatient), Radiation Oncology, the Sharon Ewing Walker Breast Health Center, Cancer Registry and Research, the Integrative Institute, Music Therapy and Pastoral Care. (See separate listings.)

CANCER RESEARCH AND REGISTRY ...................... 431-5424
Clinical Trial Information ..................................... 431-5262

Access to cancer-related clinical trials is provided to patients through our Moffitt Cancer Center affiliation and other cancer research consortiums. The Cancer Registry provides an extensive database of research data on all cancer cases seen at TMH and coordinates multidisciplinary cancer conferences for physicians and staff to help in the development of individualized patient treatment plans.

CARDIAC NURSING UNITS - See Nursing Units
(Cardiac Intensive Care and Cardiac Progressive Care)

CARDIAC SERVICES
See Heart & Vascular Center and Nursing Units

CENTER FOR HEALTHCARE CAREERS ................... 431-5250
1207 TMH Court - Tallahassee Memorial employs colleagues who embrace our I-CARE values of Integrity, Compassion, Accountability, Respect and Excellence. Opportunities for employment exist in nursing, allied health, administrative and support positions.

CENTER FOR MATERNAL-FETAL MEDICINE ............. 431-3360

CENTER FOR PAIN MANAGEMENT ......................... 558-1270
2824 Mahan Dr., Suite 2 - An ambulatory surgery center that treats individuals with chronic, debilitating pain. Jointly owned by Tallahassee Memorial and Tallahassee Neurological Clinic

CENTER FOR RETINA CARE ................................. 942-6700
A center specializing in the surgical treatment of patients with diseases and conditions of the retina in infants and adults. A partnership of Tallahassee Memorial and Southern Vitreoretinal Associates.

CENTRAL REGISTRATION - See Patient Access

CHAPLAIN PROGRAM - See Pastoral Care

CHEMICAL DEPENDENCY PROGRAM
See Co-Occurring Disorders Program

CHEMOTHERAPY - See Angie Deeb Cancer Unit

CHILDBIRTH & NEW FAMILY EDUCATION PROGRAMS
See A Woman’s Place

CO-OCCURRING DISORDERS AND
CHEMICAL DEPENDENCY PROGRAM ................. 431-5924
1616 Physicians Drive - Program services are congruent with the Twelve Steps of AA/NA and are both accessible and affordable for the outpatient treatment of substance abuse and addiction. Treatment is focused on the following types of abused substances: alcohol, amphetamines, prescription medications, opiates, marijuana and hallucinogens. Methods of treatment include individual and family counseling, intensive outpatient treatment, drug screening and aftercare. New in 2008 is our Co-Occurring Disorders Program, which provides treatment for individuals
Directory of Services

who suffer from major depression, bipolar disorder or anxiety disorders, along with substance-use disorders.

CREDIT UNION .......................................................... 402-5301
345 S. Magnolia Dr. - A not-for-profit financial cooperative serving the health care industry. Membership is open to employees, independent contractors, or self-employed persons who work regularly in the health care industry in Leon, Wakulla, Gadsden, Jefferson, or Liberty Counties in Florida or Grady, Thomas, or Decatur Counties in Georgia.

DIABETES CENTER .................................................. 431-5404
1981 Capital Cir. SE - A staff of certified diabetes educators provide education, self-management training, and nutrition counseling services for individuals and their families diagnosed with type 1, type 2, and gestational diabetes. Classes available in morning, afternoon, and evening times. Recognized for quality by the American Diabetes Association.

DIALYSIS ................................................................. 431-1542
Provides Inpatient, Postoperative, Emergency Hemodialysis and Peritoneal Dialysis support to acute and chronic renal failure patients under the direction of nephrologists.

EMERGENCY CENTER - See Bixler Emergency Center

EMPLOYEE ASSISTANCE PROGRAM .................. 431-5190
1616 Physicians Drive - Serves businesses and organizations and throughout Florida, south Georgia and southeastern Alabama by helping their employees and families with timely resolution of personal and family concerns.

EMPLOYMENT - See Center for Healthcare Careers

ENDOSCOPY DEPARTMENT ........................................ 431-5660
Provides diagnostics and therapeutic procedures relating to gastrointestinal and pulmonary systems including colonoscopy and bronchoscopy. The only facility in the Big Bend region to provide endobronchial and endoscopic ultrasound. Also provides pH monitoring studies and GI tests for evaluation of Gastroesophageal Reflux Disease

FAMILY MEDICINE CENTERS
Four physician office practices located throughout the Big Bend region that provides comprehensive, personalized health care to patients of all ages.

Blountstown - 17808 Charley Johns St. .................. 674-4524
Monticello - 1549 S. Jefferson St. .................. 977-0707
Quincy - 178 LaSalle Leffall Dr. .................. 875-3600
Wakulla - 15 Council Moore Rd. .................. 926-7105

FAMILY MEDICINE RESIDENCY PROGRAM ........... 431-5714
1301 Hodges Drive - An accredited teaching facility that trains physicians in the specialty of Family Medicine also serves as Family Medicine doctors’ office with 44 physicians and three midwives providing full family care to patients of all ages, including care of children, inpatients and expectant moms.

FOUNDER .......................................................... 431-5389
1331 E. Sixth Ave. - Exists and operates exclusively for the benefit of Tallahassee Memorial HealthCare through charitable, medical, scientific, educational and research funding. To make a secure online donation, please go to www.tmhfoundation.org, click on Make a Donation, then click on Secure Credit Card Donation.

GIFT SHOPS
Offering a selection of traditional, whimsical and humorous gifts for all occasions. The TMH Auxiliary staffs and maintains the gift shops with proceeds used to support patient care programs and purchase medical equipment for TMH.

HEALTHY LIVING FOR WOMEN ............ 431-4920
A women’s membership program designed to move women to good health through education, networking, friendship and support. A one-time membership fee of $10, entitles members to many benefits including free admission to “Lunch-N-Learn programs, free or discounted admission to friendship events and other programs sponsored by Healthy Living for Women.

HEART & VASCULAR CENTER .............. 431-2727
Provides a wide variety of cardiac and vascular services including diagnostic, interventional and surgical procedures. A new Heart & Vascular Center opened in May 2007 on the second floor of the hospital. TMH is a fully accredited Chest Pain Center and continues to remain at the forefront nationally for heart attack care.

HEART & VASCULAR CENTER .............. 431-2727
Provides a wide variety of cardiac and vascular services including diagnostic, interventional and surgical procedures. A new Heart & Vascular Center opened in May 2007 on the second floor of the hospital. TMH is a fully accredited Chest Pain Center and continues to remain at the forefront nationally for heart attack care.

HOME HEALTH CARE ............................... 431-6800
1981 Capital Cir. NE ........................................ 1-800-504-3962
Provides skilled nursing care, medical social work, physical, occupational and speech therapy services and home health aides to homebound patients in Calhoun, Gadsden, Leon, Liberty, Jefferson, and Wakulla Counties. Tallahassee HHA 20480096.

HOSPITAL ELDER LIFE PROGRAM ............ 431-(HELP) 4357
Program that uses an innovative volunteer model to provide personal, supportive attention to vulnerable patients with the goal of preventing delirium in older, hospitalized adults. Delirium is an acute confusional state where a patient becomes disoriented and may experience sensory misperceptions, sleep disturbances, and memory loss.

INTEGRATIVE INSTITUTE ............................. 431-LIVE (5483)
Serves as a clearinghouse and central connection for integrative (mind-body-spirit) therapies provided through TMH.

Area Code for all listings is 850.
All addresses are in Tallahassee unless otherwise noted.
All listings without addresses are located at Tallahassee Memorial Hospital, 1300 Miccosukee Road.
LABORATORY SERVICES - OUTPATIENT .................. 431-5401
2009 Miccosukee Rd. - Outpatient Lab that offers express registration and convenient parking. Curb-side service is also available to non-ambulatory patients accompanied by a driver.

LIFELINE .......................................................... 431-6838
A 24-hour Personal Emergency Medical Response System offered throughout the Florida Big Bend and south Georgia areas as a service of Tallahassee Memorial Hospital.

MAMMOGRAPHY
See Sharon Ewing Walker Breast Health Center

MATERNAL-FETAL MEDICINE
See Center for Maternal Fetal Medicine

MEDICAL IMAGING ............................................. 431-5265
Through Medical Imaging, health care professionals are able to see inside the human body to diagnose and treat certain conditions. Some of Medical Imaging procedures performed at TMH include x-rays, CT (Computerized Tomography) scans, digital mammography, nuclear medicine and ultrasound. TMH is the only hospital in the region that offers CT Fluoroscopy.
Scheduling ..................................................... 431-2000
Mammography
(See also Sharon Ewing Walker Breast Health Center). 431-5433

MEDICAL RECORDS DEPARTMENT ..................... 431-5391
Maintains the clinical records of treatment for all hospital inpatients as well as those treated at the Bixler Emergency Center, Urgent Care Center and certain TMH Outpatient Units. Processes requests for copies of medical records. Also responsible for filing birth certificates with the state Office of Vital Statistics.
Birth Records .................................................... 431-0462
Release of Information
(requests for medical record copies) ....................... 431-5454

MEDICINE SERVICE LINE ................................. 431-7010
Service line focused on patient care and services for those affected by chronic diseases and conditions, including Bariatric & Weight Management Center, Diabetes Center, Dialysis, Endoscopy, Respiratory Services and Wound Healing Center. (See separate listings.)

MEMORY DISORDER CLINIC ............................... 431-5001
The Memory Disorder Clinic provides comprehensive diagnostic evaluations, caregiver training and family support for people who have memory disorders and participates in ongoing research regarding memory disorders.

MOMMY MARKET ............................................ 431-4915
A Woman’s Place, 1301 E. Sixth Ave. - Sales of breast pumps, infant care and nursing items.

MUSIC THERAPY/ARTS IN MEDICINE .............. 431-7468
Music Therapy is a research-based health profession in which musical activities are designed to address physical, emotional, cognitive and social goals of patients. Goals may include pain and anxiety management, relaxation, enhanced coping skills, and rehabilitation of physical and cognitive abilities. An active program for use of the arts in medicine is also provided.

NEURODIAGNOSTICS .............................. 431-5182
Provides outpatient and inpatient testing services including: EEG and Evoked Potential procedures.

NEUROLOGY SERVICES ................................. 431-5371
Offering a full range of inpatient and outpatient services for neurological conditions including neuro-surgery, neurodiagnostics, Rehabilitation Services, Center for Pain Management and a NeuroScience Center that provides assessment, treatment and support for patients with neurological and neuromuscular disorders and diseases. (See separate listings.) TMH is the first hospital in the Big Bend Region to be accredited as a Certified Primary Stroke Center and is a State Designated Brain and Spinal Cord Injury Center. The Vogter Neuro Intensive Care Unit at TMH is the only Neurological Intensive Care Unit in the Big Bend Region.

NEUROSCIENCE CENTER ................................. 431-5037
Provides assessment and treatment of neurological and neuromuscular disorders and diseases, as well as patient education and support to patients, families and the community. The Center also participates in ongoing neurological research. The Center offers programs and facilitates support groups in areas dealing with Stroke, Alzheimer’s, Head Injuries, Epilepsy, Parkinson’s Disease and Multiple Sclerosis.

NUCLEAR MEDICINE DEPARTMENT .................. 431-2363
Nuclear medicine uses very small amounts of radioactive materials (radiopharmaceuticals) to diagnose and treat disease. Nuclear medicine imaging procedures often identify abnormalities very early in the progress of a disease before many medical problems are apparent with other diagnostic tests.

NURSING UNITS: (Adult Care Units in Main Hospital)
Admit Discharge Transfer Unit ....................... 431-3200
Provides prompt assessment and initiation of treatments for newly admitted patients while they are waiting for an appropriate inpatient bed.
Angie Deeb Cancer Unit - Inpatient .............. 431-1794
The only inpatient oncology unit in the Big Bend Region
Cardiac Intensive Care Unit .......................... 431-3395
An intensive care unit for patients with acute cardiac issues, congestive heart failure, myocardial infarctions, complex percutaneous coronary intervention. Also care for critically ill medical, surgical, and trauma patients.
Cardiac Progressive Care Unit ..................... 431-3394
Specializes in the care of patients with chest pain, congestive heart failure, 24 hour post open heart surgery, implantable device therapy and post percutaneous coronary intervention.
Cardiovascular-Medical Surgical Intensive Care Unit .............. 431-1193 or 431-1195
An intensive care unit for patients with cardiovascular, thoracic, trauma, surgical and medical critical needs.
Diabetes Medical Care Unit .......................... 431-3000
Provides care to acutely ill patients with medical complications related to diabetes and other endocrine diseases.
Intermediate Care Unit ................................. 431-1596
Provides care to patients who require more specialized care and/or closer observation than is available on a general medical-surgical unit.
Directory of Services

Internal Medicine Unit ........................................... 431-1594
This highly skilled staff specializes in the care of the adult and geriatric patient with acute and chronic pulmonary disorders, metabolic disease, infectious diseases and thoracic surgery.

Neurology/Neurosurgery Unit .......................... 431-4494
Provides care for patients with closed head injuries, spinal cord injuries, strokes, epilepsy, meningitis and other neurological conditions. TMH is the region’s first Certified Primary Stroke Center.

Orthopedic Center ................................. 431-1694
Provides care to patient following joint replacement and other orthopedic surgeries as well as sports injuries, fractures and orthopedic trauma.

Postoperative Care Unit ............................ 431-1294
Cares for gynecology, urology, and general surgery patients.

Vogter Neuro Intensive Care Unit .................. 431-4495
The region’s only neurological intensive care unit. TMH is a state designated as a Brain and Spinal Cord Injury Acute Care Facility and a Certified Primary Stroke Center.

ORTHOPEDIC SERVICES ................................. 431-5371
Offering a full range of inpatient and outpatient services for orthopedic conditions including orthopedic surgery, and inpatient and outpatient rehabilitation therapies. TMH is the first hospital in the region to offer artificial joint replacement and has the Big Bend region’s only orthopedic trauma surgeon on its Medical Staff. (See related listing under Rehabilitation Services)

PAIN MANAGEMENT - See Center for Pain Management

PARKINSON’S CENTER .............................. 431-5082
Provides diagnostic, consultative and patient care services, as well as educational and counseling services, ongoing support groups and caregiver training classes for persons with Parkinson’s and their families. The Center participates in ongoing research regarding Parkinson’s disease.

PASTORAL CARE DEPARTMENT .................. 431-(HOPE) 4673
Provides chaplains for patients, family members and colleagues who desire spiritual or pastoral care and builds relationships with members of the faith community. Offers an accredited Clinical Pastoral Education Program for ministers and theology students who are seeking clinical training in a hospital setting.

PATIENT ACCESS ................................. 431-3042
Provides an efficient admission process for nonemergency patients entering the hospital. Also provides price quotes for procedures at the hospital.

Central Scheduling - Diagnostics .................. 431-2000
Surgery Scheduling ........................................ 431-5439
Pre-Operative Testing ................................. 431-5501
Price Quotes ............................................... 431-5496
Cancer Center Registration/Scheduling ........... 431-5255
Emergency Center Registration .................... 431-0945
Surgery Center Registration ......................... 431-5705
Women’s Pavilion Registration (Obstetrics) ...... 431-0200

PATIENT ADVOCACY ............................... 431-5488
Patient advocates help ensure that patients receive highest quality care and are available to hospital inpatients and their families to help resolve problems or concerns.

PATIENT FINANCIAL SERVICES ....................... 431-6200
Handles collection of payment for hospital services including preparation and submission insurance claim forms and follow-up with insurance carriers.

PATIENT INFORMATION ............................ 431-1111
Provides room numbers for those patients who are listed in the patient directory. Some patients may choose not to be listed in the directory.

PEDIATRICS
Cares for children from birth to 18 years of age. Parents are encouraged to stay with their child and participate in their care when feasible. TMH has the only Pediatric Intensive Care Unit in the Big Bend Region and a Child Life Specialist.

Child Life Specialist ................................. 431-2298
Pediatric Intensive Care Unit ......................... 431-2295
Pediatric Outpatient Services “Kids Korner” ....... 431-2242
Pediatric Unit ............................................. 431-2294

PHYSICIAN REFERRAL LINE ....................... 431-2063
A free and confidential service that provides callers with names of physicians who most closely meet their criteria.

PREMIER HEALTH AND FITNESS CENTER ....... 431-2348
3521 Maclay Blvd. - A 55,000 square foot facility featuring basketball courts, racquetball courts, lap and aqua aerobics pools, cardio theater, free weights, aerobics and more. Premier offers numerous health education opportunities, personal training services and other amenities, such as massage.

PULMONARY FUNCTION LAB ......................... 431-5757
Provides a wide range of pulmonary function testing (lung function) and exercise tests to assist physicians in diagnosing and managing patients with breathing problems and/or lung disease.

RADIATION ONCROLOGY ......................... 431-5255
Utilizes leading edge technologies to provide evaluation and treatment of cancer patients needing radiation therapy. Offers innovative treatments such as Intensity Modulated Radiation Therapy, Stereotactic Radiosurgery, Interstitial Brachytherapy for Prostate Cancer and Mammosite Partial Breast Irradiation.

RADIOLOGY DEPARTMENT
See Medical Imaging

REHABILITATION CENTER ......................... 431-5440
1609 Medical Drive - A 53-bed sub-acute nursing facility offering a full range of medical and rehabilitation services, including physical, occupational, speech therapies as well as nursing care for patients recovering from neurological and medical diagnoses.

REHABILITATION SERVICES - INPATIENT ........ 431-5446
Provides physical, occupational and speech therapy to hospital inpatients.

Area Code for all listings is 850.
All addresses are in Tallahassee unless otherwise noted.
All listings without addresses are located at Tallahassee Memorial Hospital, 1300 Miccosukee Road.
REHABILITATION SERVICES -- OUTPATIENT
Four outpatient centers providing specialized treatment environments for pediatric, neurological, medical, orthopedic and spine patients.

Neurological Rehabilitation .............................................. 431-5164
1609 Medical Dr.
Orthopedic, Spine and Pediatric Rehabilitation ........ 431-7122
1660-12 N. Monroe St.
Wakulla County Rehabilitation Clinic .................... 926-3490
15 Council Moore Rd.
Gadsden County Rehabilitation Clinic .................... 875-2035
16 W. Washington St.

RESPIRATORY CARE DEPARTMENT ........................................ 431-2537
Delivery of care for patients in the hospital who have respiratory needs, including ventilator life support, emergency airway management, inhaled aerosol medications, and oxygen therapy. Respiratory therapists also provide asthma, chronic obstructive pulmonary disease (COPD), and Smoking Cessation education.

SHARON EWING WALKER
BREAST HEALTH CENTER .............................................. 431-LIFE (5433)
Provides digital mammography and access to wide array of diagnostic and support services for the detection and treatment of breast cancer, including breast ultrasound, breast cancer counseling, breast cancer patient navigator services, genetic counseling and a breast prosthesis boutique that offers personal fittings for breast forms and mastectomy undergarments in a private and comfortable setting.
Breast Cancer and Genetic Counseling,
A Woman’s Place .......................................................... 431-4922
1301 E. Sixth Ave.
Breast Cancer Patient Navigator Program .................... 431-3433
1405 Centerville Rd.
Breast Prosthesis Boutique, A Woman’s Place ............ 431-4926
1301 E. Sixth Ave.
Mammography Center ................................................... 431-5433
1401 Centerville Rd., Suite 700

SURGICAL SERVICES
A highly experienced surgical staff teams up with some of the area’s best surgeons to perform more than 19,000 procedures a year. Regardless of whether it’s a minimally invasive outpatient procedure or a major surgery, patient safety is our number one priority.

Surgery Registration, Scheduling and Preoperative Testing
See Patient Access
Pre-Operative Center ...................................................... 431-5047
Outpatient Surgical Unit .................................................. 431-1494
Surgical Waiting Room ..................................................... 431-5526
Surgery Center ............................................................. 431-5700

URGENT CARE CENTER .................................................... 431-6824
1541 Medical Dr. - Located on the TMH campus across the street from the Bixler Emergency Center, the Urgent Care Center treats patients with minor injuries and illnesses who need prompt attention.

VOLUNTEER SERVICES DEPARTMENT .......................... 431-5331
Offers volunteer opportunities, provides training and placement of all volunteer groups in designated areas within the hospital.

A WOMAN’S PLACE ....................................................... 431-4928
1301 E. Sixth Ave. A community education, counseling and retail center designed to meet women’s needs.

Breast Prosthesis Boutique ............................................. 431-4926
See Sharon Ewing Walker Breast Health Center

Breast Cancer Support Services ..................................... 431-4922
See Sharon Ewing Walker Breast Health Center

Classes and Support Groups ........................................... 431-4928
Including prenatal education courses and breast-feeding support group.

Genetics Counseling ...................................................... 431-4922
For those with a family history of cancer

Healthy Living for Woman .............................................. 431-4920
Women’s membership program designed to move women to good health through education, networking, friendship and support.

Mommy Market ............................................................. 431-4915
Sales and rentals of breast pumps, infant care and nursing items

Women’s Boutique ......................................................... 431-4915
Unique items from jewelry to specialty skin care products designed to care for and pamper a woman in all life stages.

Women’s Counseling Services ...................................... 431-4922
Provided by a licensed counselor who is also a registered nurse.

WOMEN’S PAVILION ...................................................... 431-0200
Entrance on Medical Drive - A birthing place dedicated to providing family-centered care to mothers, new babies and their families. It is the only birth place in the region equipped to care for high risk moms or moms developing complications during pregnancy, as well as the region’s only Level III Neonatal Intensive Care unit for high risk babies.

Admitting/Registration ..................................................... 431-0200
Antenatal Care Unit ...................................................... 431-0430
Lactation Services .......................................................... 431-0468

Neonatal Intermediate Care Unit (Level II) .................... 431-0170
Neonatal Intensive Care Unit (Level III) ......................... 431-0180

LABOR & DELIVERY ..................................................... 431-0400
Lactation Services .......................................................... 431-0468

Neonatal Intermediate Care Unit (Level II) .................... 431-0170
Neonatal Intensive Care Unit (Level III) ......................... 431-0180

WOUND HEALING CENTER ............................................. 431-4325
1305 E. Sixth Ave - Treating chronic wounds and non-responsive conditions using a multi-disciplinary approach. Services offered include debridement, the latest dressings and wraps, and hyperbaric oxygen therapy. Conditions treated include pressure ulcers, venous stasis ulcers and diabetic ulcers of the lower extremities; skin, bone and tissue conditions including necrotizing infection, compromised skin grafts and skin flaps, cellulitis, osteoradionecrosis, chronic refractory osteomyelitis, lymphedema and post-radiation tissue damage.

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