CONTENTS

MILESTONES ................................................... 4
SERVICE LINE UPDATE ................................. 6
NURSING DEPARTMENT UPDATE .......... 14
FOUNDATION REPORT .............................. 16
QUALITY REPORT .............................. 20
VOLUNTEER SERVICES UPDATE .......... 22
2008 COMMUNITY BENEFIT REVIEW ...... 23
FINANCIAL REPORT .............................. 26

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MESSAGE TO OUR COMMUNITY

During the last four years, Tallahassee Memorial’s quest to achieve its vision of being recognized as a World Class Community Health Care System has been directed by a strategic plan created by colleagues, physicians and people in our service area. The plan was created to provide strategic guidance for five years.

Our colleagues and physicians used the plan’s tactics to drive quality and service improvements. The result of their work has been noteworthy including: four consecutive Consumer Choice Awards from the National Research Corporation, two consecutive 100 Top Hospitals Performance Improvement Leader recognitions from Thomson Reuters Healthcare, two 2009 Healthcare Advantage Awards from Thomson Reuters and recognition as one of 100 Best Places to Work in Healthcare by Modern Healthcare Magazine.

Today, quality continues as the driving force behind TMH’s new strategic plan adopted by the Board of Directors in 2008. Our vision of recognized World Class health care remains the same, but a new strategic focus of this plan is the establishment of an integrated health care system that works in cooperation with local hospitals throughout the Florida Panhandle to assure all of our residents have access to the most advanced health care when they need it. Our strategic plan calls for TMH to grow to meet the needs of its service area by improving quality and services. A road map for the future was established in the plan with seven areas of focus:

**Quality**
Quality is the cornerstone of our new strategic plan. In order to advance quality, TMH must further improve its infrastructure for clinical excellence and delivery of evidence-based care in a way that leads to internal and external recognition of our ability to provide World Class health care.

**Service**
New initiatives will be developed that lead to TMH’s recognition as the provider of choice for patients, physicians and colleagues.

**Operations and Facilities**
TMH’s existing facilities will be improved as needed. Where possible, sound investments will create additional capacity and improve the patient’s movement through the system.

**Regional Growth and Partnership**
We recognize that the best health care is delivered locally. Tallahassee Memorial will work with area physicians and hospitals, using our colleagues’ expertise, to support a high quality of care and efficient transfer of patients.

**Physician Collaboration and Development**
While developing an environment that promotes physician partnerships, TMH will also recruit new physicians to the area to meet community needs and provide sufficient access with reasonable wait times.

**Academic Collaboration**
TMH will expand existing partnerships with local academic institutions to enhance their educational training, research and patient activities.

**Financial Strength**
All decisions will ensure TMH’s financial viability in order to reinvest in our colleagues, technologies and facilities. This area contains the most exciting prospect of the future, construction of new facilities on the TMH campus including a free-standing cancer center, scheduled to open in 2010, and the addition of a new patient care tower. The first phase of the project will contain new surgical suites and Intensive Care Unit beds, and the second phase will contain acute care beds. Those services will move from buildings constructed over 50 years ago to a modern environment with the space and logistics required for the future of patient care.

As we continue our journey toward recognized World Class health care, we are pleased to share with you our 2009 Report to Our Community, which describes our progress during the past year. We are fortunate to have an outstanding team at TMH moving us forward in our journey. This team includes our Medical Staff, TMH colleagues, volunteers, donors and our Board of Directors. On behalf of all of our team members, we thank you for placing your trust in us and we affirm our continuing commitment to our mission of providing compassionate, leading edge, patient-centered health care for the communities we serve.

Mark O’Bryant
President & Chief Executive Officer
Tallahassee Memorial HealthCare

David L. Saint, MD
Chair, TMH Board of Directors

Adrian P. Roberts, MD
Chair, TMH Medical Executive Committee 2008-2009
MILESTONES

The key to our vision is to be recognized for our quality and service. One indication of our success is the recognition we receive from organizations who measure quality through a variety of benchmark indicators.

Thomson Reuters Honors Tallahassee Memorial with Healthcare Advantage Awards
Thomson Reuters in May 2009 honored TMH with two 2009 Healthcare Advantage Awards for significantly improving the quality of and managing the cost of health care. The awards were given for two different initiatives. The first was the deployment of a dashboard report that gives hospital administrators critical information about key trends and clinical outcomes so they can determine where to focus process changes and improvement initiatives. This dissemination of better intelligence improved clinical performance and helped reduce mortality by 23 percent. The second award was given for a strategic marketing project that identified growth opportunities that could increase the hospital’s contribution margin by $5 million over the next five years.

Thomson Reuters Again Names TMH a Performance Improvement Leader
For the second year in a row, Tallahassee Memorial was named one of the nation’s performance improvement leaders by Thomson Reuters, the world’s leading source of intelligent information for businesses and professionals. Findings from the fifth edition of the Thomson Reuters 100 Top Hospitals Performance Improvement Leaders study appeared in the Aug. 11, 2008 issue of Modern Healthcare magazine. The Thomson Reuters report showed that overall, TMH measured a faster rate and direction of performance improvement than 95 percent of all other hospitals. The most significant improvements were with risk adjusted mortality rates and efficiencies in operations.

Tallahassee Memorial Named One of 100 Best Places to Work in Healthcare
During 2008, Tallahassee Memorial HealthCare was named one of 100 “Best Places to Work in Healthcare,” by the Best Companies Group, in collaboration with the health care industry publication, Modern Healthcare. The rankings were announced in the Oct. 27, 2008 issue of the magazine. More than 400 TMH colleagues were surveyed by the Best Companies Group so that they could provide their input and perspectives regarding TMH, its leadership, operating style, communications, culture, work environment, training/development, relationships with supervisors and their overall satisfaction with the hospital as an employer.

TMH Receives Consumer Choice Award for Fourth Consecutive Year
TMH was named a recipient of the National Research Corporation’s 2007/08 Consumer Choice Award, making it the fourth year in a row that we have received this recognition. The Consumer Choice Award identifies hospitals which health care consumers have chosen as having the highest quality and image in 250 markets throughout the United States.

Transition to All Private Patient Rooms Continues
During 2008, TMH continued its ongoing renovation of nursing units and other areas of the hospital as we move toward an environment of all private patient rooms throughout the TMH campus. This included the renovation of the Angie Deeb Cancer Unit on 7A of the main hospital and the addition of eight new private patient rooms at the Tallahassee Memorial Rehabilitation Center located on Medical Drive. As of March 2009, 87 percent of the patient rooms on the TMH campus are private rooms.

Organ Donation Medal of Honor Bestowed Upon TMH
In October 2008, TMH received the Organ Donation Medal of Honor from the Secretary of the United States Department of Health and Human Services during the fourth annual National Learning Congress in Nashville, Tennessee. TMH was one of 373 hospitals in the nation to receive this award for meeting or exceeding a donation rate of 75 percent. This is the second time TMH has received this award. Tallahassee Memorial’s successful organ donation program is due in large part to the TMH Organ Donation Collaborative Team whose members educate front-line caregivers about organ donation procedures.

Weems Memorial Hospital Signs Management Support Agreement with TMH
In January 2009, Tallahassee Memorial began providing management support to George E. Weems Memorial Hospital in Apalachicola under an agreement reached by the TMH Board.
Tallahassee Memorial Healthcare is providing management support to Weems Memorial Hospital in Apalachicola.

of Directors and the Weems Memorial Hospital Board along with the Franklin County Commission. Under the agreement, Weems will reduce the costs of its supplies and services through TMH sponsored purchasing cooperatives such as VHA, a nationwide network of community owned health care systems and their physicians, of which TMH is a founding member. Clinical quality improvement will also be a focus of the partnership agreement. TMH’s quality improvement staff will be available to consult with Weems colleagues on standards of patient care and quality enhancement activities. Finally, the hospitals have agreed to promote seamless transfers for patients between the two institutions.
SERVICE LINE UPDATE

Orthopedic & NeuroScience Services

Orthopedic Center – the Quality and Volume Leader for Joint Replacement Surgery

Working with approximately 20 orthopedic surgeons, the Orthopedic Center at TMH continues to be the Big Bend area’s quality and volume leader in joint replacement surgery. To help promote a smooth transition following surgery, the Orthopedic Center offers “Joint Adventures” classes each month for patients who are either scheduled for or anticipating total hip replacement or total knee replacement surgery. For more information about Joint Adventures classes, call (850) 431-2441.

NeuroScience Center Patient Navigator Helps Patients Find Right Pathway for Care

If you are experiencing a neurological problem and don’t know where to turn, our new patient navigator will help get you on the right pathway for treatment. This includes those who are experiencing symptoms of numbness, tingling, pain or difficulty of movement, radiating pain, headache and problems with memory and balance. The Tallahassee Memorial NeuroScience Center offers the most comprehensive scope of services for the evaluation and treatment of neurological conditions in Northwest Florida and Southwest Georgia including neuro-diagnostics, speech, occupational and physical therapy, access to clinical trials, non-surgical pain management procedures and neurosurgery if necessary. For more information, call the NeuroScience Center at (850) 431-5037.

NeuroScience Center Begins Serving Multiple Sclerosis Patients

In November 2008, the Neuroscience Center opened a Multiple Sclerosis Center to provide comprehensive care to individuals with suspected, early-onset and established multiple sclerosis. Services include neuro-pharmacology, patient and family education, speech, occupational and physical therapy, psychological testing and support for people with cognitive and/or emotional issues. A social worker provides support for both patients and their families and a nurse educator is also available. Diagnostic services include a state-of-the-art vision laboratory and a balance/gait lab. For more information, call the Neuroscience Center at (850) 431-5037.

Heart & Vascular Center

Tallahassee Memorial Receives New Chest Pain Center Designation

TMH was notified by the Society for Chest Pain Centers that it has received a three year “Accreditation with PCI” as a result of a site visit by its Accreditation Review Committee on May 12, 2008. The designation, “Chest Pain Center Accreditation with PCI” (Percutaneous Coronary Intervention) is a new designation given by the Society of Chest Pain Centers to facilities who use PCI as one of their primary intervention strategies for chest pain. TMH received its initial accreditation from the Society of Chest Pain Centers in 2005.

Cancer Center

TMH Joins with Moffitt in Total Cancer Care

In 2008, Tallahassee Memorial Cancer Center embarked on an exciting new partnership with Moffitt Cancer Center to perform state-of-the-art cancer research called “Total Cancer Care.” TMH was selected by Moffitt as part of a world-wide consortium of institutions to participate in this comprehensive ongoing clinical study that focuses on providing far-reaching access to the latest discoveries in cancer research.

The Total Cancer Care research study involves a short patient survey and collecting a tumor sample at biopsy or surgery. The samples are then sent to Moffitt for gene expression profiling and other assessments. After the data is analyzed by Moffitt, the data generated from those analyses will be incorporated into a huge database containing all of the patients enrolled in Total Cancer Care. By studying the information collected, scientists will eventually develop new drug therapies that are personalized for each individual. For more information about Total Cancer Care, call TMH’s Cancer Research Office at (850) 431-5566.
TMH is the Big Bend area’s quality and volume leader in Joint Replacement Surgery.

David Bellamy, MD, is one of about 20 orthopedic surgeons who perform joint replacement surgery at TMH.
Lung Cancer Patient Navigator Program Helps Ensure Fast Track to Diagnoses and Treatment

In March 2008, the Cancer Center established a Lung Cancer Patient Navigator Program to work with newly diagnosed lung cancer patients and patients at high suspicion for lung cancer who have not yet been diagnosed. The navigator helps to ensure a fast track for diagnosis and treatment of lung cancer and provides a wide range of helpful resources to these patients.

With the cooperation of physician’s offices, the lung cancer navigator can significantly decrease the amount of time it takes to diagnose and initiate treatment, time that is certainly of utmost importance to the patient. As a result, the patient often feels better equipped to handle what may lie ahead as the lung cancer navigator provides a single resource to schedule appointments, complete necessary paperwork, gain access to pertinent clinical trials, facilitate financial aid where applicable and connect the patient to health care education and support resources. To reach the lung cancer patient navigator, call (850) 431-2345.

Angie Deeb Cancer Unit Reopens on 7A

The only inpatient Chemotherapy unit in the Big Bend area, the newly renovated Angie Deeb Cancer unit, reopened to patients in December 2008. The unit on 7A, which originally opened in 1983, had undergone 11 months of construction while the oncology unit was temporarily housed on the third floor. The new Angie Deeb Cancer Unit has 27 patient rooms, including several adjoining rooms for family members and a “gathering place” for patients and families with a lounge area, kitchenette, media center and library. The hallways also feature beautiful artwork made possible by the Lighthouse Legacies project, which pays tribute to the journeys of those affected by cancer.

Emergency Services

TMH Designated a Level II Trauma Center

After two years of pursuing trauma center status, Tallahassee Memorial HealthCare officially became a Florida designated Level II Trauma Center on July 1, 2009. TMH began operating as a Provisional Level II Trauma Center in May 2008 and completed the final review phase of the approval process with a site visit in April 2009. This means that all trauma alert patients identified by emergency medical providers within our 10-county service area are routed to the Tallahassee Memorial’s Bixler Emergency Center. TMH’s trauma service area includes Calhoun, Franklin, Gadsden, Jackson, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.

The need for a trauma center in this area became apparent about four years ago when the University of South Florida conducted an assessment of the state’s trauma system for the Florida Legislature. The 2005 report came to several conclusions that prompted TMH’s entry into the trauma service. First, the study found that counties without a trauma center reported higher mortality rates for trauma patients. Second, the study found that five of the top six counties in Florida with the highest mortality rates are in the trauma service area served by TMH. Third, the authors of the study recommended that trauma centers be placed in Tallahassee and in Bay County, which did not have trauma centers.

Surgical Services – New Procedures

Balloon Sinulplasty for Chronic Sinusitis

Adrian Roberts, MD, a board certified otolaryngologist, performed the first balloon sinulplasty procedure at TMH during 2008. Balloon sinulplasty is a minimally invasive procedure for treating chronic sinus inflammation using a balloon catheter to quickly open and expand blocked sinuses. A small, flexible balloon catheter is placed through a nostril into the blocked sinus passageway. The balloon is then inflated to gently restructure and open the sinus passageway, restoring normal sinus drainage and function. In many cases it can be done without removing any tissue or bone. This often means faster recovery times and less post-procedure discomfort with many patients being able to return to normal activities within 24 hours and experiencing significant improvement in their symptoms.
On July 1, 2009, Tallahassee Memorial officially became a designated Level II Trauma Center.
Single Incision Laparoscopic Surgery for Appendectomy and Cholecystectomy

Jeffrey Crooms, MD, a board certified general surgeon, began performing appendectomy and cholecystectomy procedures at TMH using single incision laparoscopic surgery during 2008. Also known as single port access surgery, these procedures are performed through a single small incision at the naval instead of the usual three to four incisions typically used. Potential benefits for the patient include less post-operative pain, less blood loss, faster recovery time and better cosmetic results. Board certified surgeon Shelby Blank, MD, is also performing these new single incision procedures.

Robotic Surgery for Gynecological Cancer

John McBroom, MD, the Big Bend region’s only gynecological oncologist, began using the da Vinci robotic system at Tallahassee Memorial Hospital for gynecological cancer surgery during 2008. For complex hysterectomies and other gynecologic procedures, robot assisted surgery may be the most effective, least invasive treatment option because the surgeon can operate with greater precision and control through tiny 1 to 2 centimeter incisions. For the patient, this increases the likelihood of a faster recovery. Other potential benefits include reduced trauma to the body, reduced blood loss and need for transfusions, less post-operative pain and discomfort, less risk of infection and a shorter hospital stay.

TMH was the first hospital in the Big Bend area to acquire the da Vinci robotic surgery system in 2005. It is also being used at TMH for hysterectomy by gynecologists Shawn Ramsey, DO, Jana Bures-Forsthoefel, MD, and Alex J. Brickler, MD, and for prostate cancer surgery by urologists David Burday, MD, Daniell Rackley, MD, and Jean-Paul Tran, MD.

Behavioral Health Center

Chemical Dependency Program Now Treats Co-occurring Disorders

TMH’s Chemical Dependency Program, which has for many years provided intensive outpatient treatment for substance abuse and addiction problems, now offers a co-occurring disorders program. This program treats individuals who suffer from major depression, bipolar disorder or anxiety disorders, along with substance-use disorders. Treatment methods include individual, marital and family counseling, intensive outpatient treatment, inpatient detoxification, stabilization, drug screening and aftercare. We are currently able to provide substance abuse evaluation within 48 hours of referral. The Chemical Dependency Treatment team includes Psychiatrist Edith Hildalgo, MD, and a staff of licensed mental health professionals who are experienced and dedicated in treating alcohol and drug abuse/dependency. For more information, call at (850) 431-5924.

Electroconvulsive Therapy Services Expand

During 2008, TMH expanded its electroconvulsive therapy program, which offers new hope to patients with severe depression, mania and certain forms of schizophrenia. Often confused with shock therapy, an outdated treatment over dramatized in movies and on television, electroconvulsive therapy, or ECT, is a common clinical procedure today. A course of ECT, which usually consists of six to 12 treatments, involves administering a mild shock to a patient’s brain for about a minute that causes a brief seizure. It's painless, since patients are given a general anesthetic, and the seizure is confined to the brain. During ECT, a patient’s brain, muscle and heart activity are continuously monitored. Afterwards, some patients experience memory loss of events directly surrounding the treatment, but most suffer no memory impairment. Psychiatrists Peter Debelius-Enemark, MD, and Jeffrey Ferraro, MD, of the Tallahassee Memorial Behavioral Health Center perform ECT procedures at TMH. For more information, call (850) 431-5100.

Women’s & Children’s Services

The Tallahassee Memorial Women’s Pavilion, which opened in 2004, continues to expand programs and services to meet the needs of families in North Florida and South Georgia. This includes expanding the capacity of its Level III Neonatal Intensive Unit, which provides the highest level of care for premature and critically ill infants. Babies cared for in the NICU include those born at TMH as well as babies transferred from
Jeffrey Crooms, MD was the first surgeon to perform single incision procedures at Tallahassee Memorial Hospital.

Single incision laparoscopic surgery for appendectomy and cholecystectomy are performed at TMH by Jeffrey Crooms, MD (pictured below) and Shelby Blank, MD.
other hospitals within this 20-county region. Over the past few years, the number of infants cared for in the NICU has risen, and the times when the unit has operated at full capacity have become more frequent. The addition of two more beds in the NICU means that TMH, which operates the only Level III NICU within a radius of 100 miles, can continue to accept transfers of babies who need specialized care from other hospitals in our service area.

Pediatric Unit Opens Parent’s Lounge
July 15, 2008, marked the opening of the Ronald McDonald House Charities of Tallahassee’s Pediatric Parent’s Lounge at TMH. Located on the Pediatric Unit, the parent’s lounge is a quiet, comfortable place for parents of ill children who need a private place to rest, take a shower, change clothes, make phone calls, watch television or simply relax and take some time-out. The parent’s lounge is centrally located near the children’s play room and steps away from the nurses’ station. It has over 240 square feet, plus a bathroom with shower. TMH has the only Pediatric Intensive Care Unit within approximately 100 miles and employs a full-time certified child life specialist to help children and their families effectively cope with hospital stays, treatments and chronic illnesses.

Medicine Service Line

Diabetes Center Implements Telemedicine Research Project
In November 2008, the Tallahassee Memorial Diabetes Center, in cooperation with researchers at Temple University School of Medicine and the National Institutes of Health, began a telemedicine research project for the care of pregnant women with gestational diabetes. The project is analyzing whether the frequent monitoring and management of women with gestational diabetes using the Internet and/or telephone can make this process easier and more effective. Gestational diabetes, which typically occurs toward the end of pregnancy, affects 3 to 5 percent of all women in the United States and is more common in African-American, Latino, American Indian and Asian Indian populations. To keep blood sugars under control, critical for a healthy pregnancy, frequent monitoring is required so that adjustments to diet and medication can be made promptly.

The project involves monitoring one group of women the conventional way, a significant part of which involves keeping a log book of blood sugar levels and diet with bi-weekly follow-up in person. The second group of women are monitored at least three times weekly via the phone and/or the Internet and are followed up in person bi-weekly. On the website for this project, patients regularly enter their blood sugar levels and insulin doses, and the information is monitored daily by staff of the Tallahassee Memorial Diabetes Center and the patient’s physician.

The Diabetes Center’s gestational diabetes program also moved to a new location in one of the professional office buildings adjacent to the hospital making office visits more convenient for these patients whose obstetricians and perinatologists are also located next to the hospital. For more information, call (850) 431-5404.

TMH Recertified as a Quality Respiratory Care Institution
In 2008, TMH was recertified with Quality Respiratory Care Recognition by the American Association for Respiratory Care. Approximately 15 percent of hospitals in the United States have applied for and received this award. Hospitals earning this designation agree to adhere to a strict set of criteria governing their respiratory care services.
TMH employs a certified child life specialist to help patient and families effectively cope with hospital stays.

Michelle Jackson is Tallahassee Memorial HealthCare's certified child life specialist.
At Tallahassee Memorial one of our greatest sources of pride is the professionalism of nursing practice throughout our organization. Nursing colleagues have the ability to advance their careers while providing the finest in patient care by participating in a Shared Governance Model and monitoring progress in quality. These are the key components of pursuing Magnet designation, the highest recognition for nursing practice.

**Advancing Professional Nursing Practice**

TMH recognizes the professional nursing achievements of academic nursing degrees and specialty certification by salary differentials and the opportunity to progress through a Professional Development Model. This model supports the nurse as he or she progresses from novice to expert via experience, and acquisition of knowledge, skills and leadership abilities. Currently, TMH has more than 100 nurses who hold one or more specialized nursing certifications and 47 percent of our direct care nurses have a Bachelor’s of Science degree in Nursing or higher. Additionally, more than 150 nurses have progressed to the highest levels in the Professional Development Model based on Patricia Benner’s adaptation of the Dryfus Model of Nursing Practice.

**Shared Governance Successes**

Shared Governance provides a structure for staff nurses and their clinical colleagues to actively participate in decision-making affecting practice and patient care. Through unit-based teams and house-wide Research, Education, Practice and Quality Councils, which are chaired by non-management staff, nurses at every level have evaluated and contributed to the acquisition of new technologies, developed educational programming and applied the latest research and evidence in introducing therapeutic interventions for patients. Examples of Shared Governance success include the following:

- The purchase and implementation of patient controlled analgesia medication administration “smart pump” technology, which has increased patient safety.
- On-site nursing study groups and review courses for specialty certification exams.
- An electronic library of more than 600 courses to support continuing education for our centers of excellence and more than 800 electronic medical and nursing journals to support the most current evidence-based practice decisions.
- New lab technology and active surveillance upon admission to provide early identification of community acquired infections upon admission.

**The Drive to Magnet Recognition**

In March 2008, TMH began its journey to Magnet recognition, a designation conferred by the American Nurses Credentialing Center (ANCC) when a health care organization has demonstrated that it provides an environment of excellence for nursing practice and patient care. Achieving Magnet recognition requires successfully completing a rigorous multi-year process culminating in the submission of an application and detailed written documentation followed by a site visit. We kicked off our Magnet journey with our first official NASCARE (Nurses Actively Supporting Care And Relationships Everyday) tailgate celebration. The celebration included food, music and an official John Deere NASCAR race car. The official TMH NASCARE web site was unveiled and TMH President and CEO Mark O’Bryant fired the starting pistol and charged drivers to start their engines. TMH has selected the NASCARE theme for our multi-year journey because it helps us convey the sustained nature of this commitment and the various stages we will work through in order to get to the ultimate prize, Magnet recognition.
The Nursing Resource Center at TMH provides an educational environment where nurses can come to research, learn, interact and advance their nursing knowledge.
Tallahassee Memorial HealthCare, through its Foundation, has maintained a long-standing tradition of philanthropic support through the generosity and dedication of individuals, businesses, professional associations, corporations, foundations and organizations – both religious and secular. The Foundation, a tax-exempt, not-for-profit corporation, is an integral part of Tallahassee Memorial’s operational structure and is designated by the Internal Revenue Service as a public charity under the provisions of Internal Revenue Code Section 501(c)(3). Members of the Foundation’s Board of Trustees are community leaders charged with overseeing fund-raising projects, managing the Foundation’s assets, distributing funds to the hospital, encouraging community involvement and promoting the general health of the TMH service area through educational training programs and research projects. Personal joy, satisfaction and income tax charitable deductions are associated with all gifts for the benefit of Tallahassee Memorial and its life-saving work.


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

FRONT ROW: Virginia A. Glass – Immediate Past Chair, R. Randy Guemple – Treasurer, L. Gary Wright – Chair, G. Mark O’Bryant (TMH President & Chief Executive Officer), Paula S. Fortunas – President & CEO, and Charlotte E. Maguire, MD. MIDDLE ROW: Frederick Carroll, III – Assistant Treasurer, Maria Yealdhall, Linda Alexionok, Georgeann Hartsfield (President, TMH Auxiliary), DeVoe Moore, Timothy J. Warfel, Sam Lester, and M.T. Mustian. BACK ROW: Todd Patterson, DO, Renee Tucker, James E. Messer, Jane Marks, MA, LMFT, LMHC, David L. Saint, MD (Chair, TMH Board of Directors), E. Ray Solomon, Les Akers, Sam Childers and Walt Haley.
Multi-Million-Dollar Expansion of the Angie C. Deeb Cancer Unit at TMH
“A Place Where Technology and Quality Patient Care Come Together in a Warm and Uplifting Environment”

In the Beginning
Over 30 years ago, Tallahassee real estate developer, builder and philanthropist Syde P. Deeb, and his daughter, Marcia Deeb Thornberry, made a commitment to cancer care at Tallahassee Memorial — in honor and memory of Angie C. Deeb, the beloved wife of Syde and mother of Marcia.

“In the 21st Century
Now, some 30 years hence, Marcia Deeb Thornberry’s sentiments remain the same, “Angie Deeb was a dynamo, my idol. She was an endless giver to this community, always positive no matter what the challenge. I wanted the cancer unit to continue to capture my mother’s spirit in this new and innovative health care world so I approached Paula Fortunas, President and CEO of the TMH Foundation, Christy Harrison, Administrator of TMH Oncology Services and Patricia Hyler, Nurse Manager of the Angie C. Deeb Unit and said, ‘let’s make these renovations through the eyes of patients and their families against the backdrop of cutting-edge technology and treatment.’” Thus, another journey commenced.

The multi-million-dollar renovation and expansion of the Angie C. Deeb Cancer Unit was accomplished, in part, by charitable contributions from the Deeb family and from a host of other TMH friends and supporters. The Angie C. Deeb Cancer Unit is truly a place where technology and quality patient care come...
together in a warm and uplifting environment. The Deeb family’s initial gift inspired the creation of the cancer unit, the family’s continued generosity proudly and positively moved it into the 21st Century and the Angie C. Deeb Endowment will exist in perpetuity to fund services and treatments for cancer patients. Further, it will provide a financial resource for specialized continuing education for nurses and staff.

Upon entering the Angie C. Deeb Cancer Unit through the Lighthouse Legacies Collection of artwork, one is struck by the serenity and peacefulness – the ideal atmosphere for cancer patients, their families and friends. In fact, it was the TMH Cancer Center Patient and Family Advisory Council that selected the Lighthouse as the cancer program’s icon. The Council has been operational for over four years and it was instrumental in the renovation planning process and offered significant guidance and direction.

The unit has all private rooms, each with a full bath, flat screen television and refrigerator. Several of the rooms are adjoining, offering the potential for family sleeping quarters. There is a state-of-the-art nurses station, a defined space for our physicians to work in and consult with one another and a conference room for multidisciplinary team meetings among physicians, nurses and other clinical staff. That space is also utilized for support group meetings."

Commitment to Quality

“This quality improvement project enhances our patient care, safety and satisfaction. We are overwhelmingly grateful to Marcia Deeb Thomberry, to our other generous donors and to all who contributed to the successful renovation of the Angie C. Deeb Cancer Unit,” said Mark O’Bryant, President and CEO of Tallahassee Memorial HealthCare.

The Tallahassee Memorial cancer program began in 1951 and was accredited at that time by the American College of Surgeons Commission on Cancer. It now stands as the longest continuously accredited Comprehensive Community Hospital Cancer Program in Florida. The TMH cancer program became affiliated with the H. Lee Moffitt Cancer Center in 2004. In its 2006 accreditation survey, it surpassed Commission standards and was awarded Accreditation with Commendation. The next accreditation survey by the Commission will be this year.

Marie Amanze, MD, Medical Oncologist, underscored the elements of quality within the program, “The Accreditation with Commendation designation by the Commission was directly attributable to the many disciplines involved in cancer care at TMH and reflects its ongoing multidisciplinary approach to the diagnosis and treatment of cancer patients. One of the key components to quality care are weekly and monthly multidisciplinary Cancer Conferences. These conferences are open to all TMH medical staff for case presentation and for ancillary professional support. In addition, monthly medical education symposia offer current best practice standards as well as the latest research in developing treatment trends.”

The multidisciplinary team consists of physicians, nurses, clinical nurse specialists, case managers, social workers, dietitians, pharmacists, music therapists and chaplains. There are also chemotherapy classes for new patients and pet therapy, along with psychosocial, emotional and spiritual support.

The Charles A. Frueauff Foundation

The Charles A. Frueauff Foundation has generously supported Tallahassee Memorial HealthCare over the course of two decades and the positive influence of its gifts – totaling $1,203,000 – is evident throughout the hospital. Its mission is to “improve the lives of those in need by making grants to non-profit organizations in the areas of higher education, social services, health agencies and hospitals.”

The Frueauff Foundation was created in 1950 under the Last Will and Testament of Charles A. Frueauff, a successful New York attorney. Mr. Frueauff gave his time and resources to many charitable organizations. Harry Day Frueauff, brother of Charles, was the Foundation’s first President. His son, Harry Day Frueauff, Jr. became the third President. Under his leadership, the Foundation’s resources increased and its grant-making strategies were broadened. Harry Day Frueauff, Jr. came to live in Tallahassee where he and his
wife Ruth became close friends and neighbors of Dr. and Mrs. A. C. McCully. Dr. McCully, at various times, served as Chair of the Medical Staff at Tallahassee Memorial and as a member of the Hospital’s Board of Directors and as Chair of the TMH Foundation’s Board of Trustees. Mr. Frueauff invited Dr. McCully to serve on the Frueauff Foundation’s Board of Trustees and Dr. McCully became its next President. Dr. McCully is now President Emeritus and continues as a Trustee of the Frueauff Foundation. David A. Frueauff, grandson of Harry Day Frueauff, Jr., has been President of the Foundation since 1996. Sue Frueauff is a Trustee and Chief Administrative Officer, and Anna Kay Frueauff Williams is a Trustee and Vice President of Communications and Programs.

David A. Frueauff said of the Foundation’s contributions to Tallahassee Memorial: “The Charles A. Frueauff Foundation is proud to have been a part of TMH’s growth for more than 20 years. We know that the Foundation’s $1,203,000 has been a wonderful investment. In a variety of ways, our partnership has been a small part of TMH’s response to meeting the health care needs of the Big Bend. Whether assisting in the purchase of a mobile lithotripter, providing financial assistance to over 300 students with the medical scholarship fund or giving to Pediatric Services, Emergency Medical Services, Lifeline, the Diabetes Center, or more recently the Cancer Center and the Women’s and Children’s Center, we know that TMH is always working to improve the level of service and care of the citizens of the Big Bend. We are also personally grateful for the excellent care that was given by TMH to our grandfather, Harry D. Frueauff, Jr., prior to his death.”

Tallahassee Memorial salutes and thanks the Charles A. Frueauff Foundation for the positive and profound difference its work has made in the lives of so many in the Big Bend and in the nation at large.

### 2007-2008
Tallahassee Memorial HealthCare, Inc.
Tallahassee Memorial HealthCare Foundation, Inc.
Year Ended September 30, 2008

<table>
<thead>
<tr>
<th>Description</th>
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<tr>
<td><strong>Gifts and Grants Outright</strong></td>
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<tr>
<td>Operations-Unrestricted</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>Gifts and Grants Administered by Others</strong></td>
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<tr>
<td>Operations-Unrestricted</td>
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<td>Operations-Restricted</td>
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<td>Endowments and Capital-Unrestricted</td>
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<td>Endowments and Capital-Restricted</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>Gifts and Grants Deferred</strong></td>
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<tr>
<td>Endowments and Capital-Restricted</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>GRAND TOTAL</strong></td>
<td><strong>$7,396,174.26</strong></td>
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<td><strong>Gifts and Grants Designation</strong></td>
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<tr>
<td>Behavioral Health Center</td>
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<td>Bixler Emergency Center &amp; Trauma Center</td>
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<td>Cancer Center</td>
<td>545,607.33</td>
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<td>Cancer Center-Deferred</td>
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<td>Family Medicine Residency Program</td>
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<td>Heart &amp; Vascular Center</td>
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<td>Medicine Services</td>
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<td>Orthopedic &amp; Neuroscience Centers</td>
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<td>Surgical Services</td>
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<td>Women's &amp; Children's Services</td>
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<td>Hospital-Wide Services</td>
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<td>Hospital-Wide Services-Deferred</td>
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<td><strong>GRAND TOTAL</strong></td>
<td><strong>$7,396,174.26</strong></td>
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</table>
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 2008, 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 2008</th>
<th>TMH Ending June 2007</th>
<th>State Average (North Florida)</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspirin at Arrival</td>
<td>98%</td>
<td>95%</td>
<td>95%</td>
<td>94%</td>
</tr>
<tr>
<td>Aspirin at Discharge</td>
<td>96%</td>
<td>96%</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>Beta Blocker at Discharge</td>
<td>98%</td>
<td>96%</td>
<td>96%</td>
<td>93%</td>
</tr>
<tr>
<td>ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction</td>
<td>98%</td>
<td>88%</td>
<td>92%</td>
<td>90%</td>
</tr>
<tr>
<td>Smoking Cessation Advice</td>
<td>100%</td>
<td>100%</td>
<td>98%</td>
<td>94%</td>
</tr>
<tr>
<td>PCI within 90 minutes of Arrival</td>
<td>86%</td>
<td>77%</td>
<td>76%</td>
<td>73%</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 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 2008</th>
<th>TMH Ending June 2007</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>94%</td>
<td>84%</td>
<td>90%</td>
<td>88%</td>
</tr>
<tr>
<td>Assessment of Left Ventricular Function</td>
<td>98%</td>
<td>98%</td>
<td>94%</td>
<td>88%</td>
</tr>
<tr>
<td>Heart Failure Discharge Instructions</td>
<td>77%</td>
<td>75%</td>
<td>78%</td>
<td>73%</td>
</tr>
<tr>
<td>Smoking Cessation Advice</td>
<td>100%</td>
<td>100%</td>
<td>97%</td>
<td>91%</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 continued

SURGICAL CARE IMPROVEMENT/INFECTION PREVENTION

<table>
<thead>
<tr>
<th>Measure</th>
<th>TMH Ending June 2008</th>
<th>TMH Ending June 2007</th>
<th>State Average (North Florida)</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Antibiotic Timing</td>
<td>97%</td>
<td>95%</td>
<td>91%</td>
<td>86%</td>
</tr>
<tr>
<td>Appropriate Preventative Antibiotic(s)</td>
<td>99%</td>
<td>96%</td>
<td>91%</td>
<td>92%</td>
</tr>
<tr>
<td>Antibiotic(s) Stopped within 24 hours</td>
<td>85%</td>
<td>90%</td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Treatment to Prevent Blood Clots</td>
<td>90%</td>
<td>88%</td>
<td>86%</td>
<td>84%</td>
</tr>
<tr>
<td>Ordered by Doctor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treatment to Prevent Blood Clots</td>
<td>82%</td>
<td>68%</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>Received within 24 Hours</td>
<td></td>
<td></td>
<td></td>
<td></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 2008</th>
<th>TMH Ending June 2007</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>96%</td>
<td>93%</td>
<td>86%</td>
<td>81%</td>
</tr>
<tr>
<td>Smoking Cessation Advice</td>
<td>100%</td>
<td>100%</td>
<td>96%</td>
<td>87%</td>
</tr>
<tr>
<td>Initial ER Culture Prior to First Dose of Antibiotic</td>
<td>84%</td>
<td>84%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Influenza Vaccination</td>
<td>94%</td>
<td>91%</td>
<td>82%</td>
<td>79%</td>
</tr>
<tr>
<td>Appropriate Initial Antibiotic</td>
<td>89%</td>
<td>92%</td>
<td>88%</td>
<td>87%</td>
</tr>
<tr>
<td>Initial Antibiotic Timing</td>
<td>86%</td>
<td>95%</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.
Volunteers at Tallahassee Memorial Hospital can be summed up in one simple but essential concept. They are all about service! Service to patients, families, hospital staff, visitors, community and each other are the driving force behind the over 400 dedicated people involved in volunteering at TMH.

The TMH Auxiliary includes men and women who serve as greeters, patient ambassadors, tea service attendants, gift shop attendants, craftsmen/women and many other helpful positions. They bring their kindness and caring to many at TMH. Their smiles brighten lives and touch hearts. Logging over 61,000 hours in 2008 and raising over $20,000 from jewelry sale fundraisers, members of the TMH Auxiliary truly exemplify the ICARE Values and are an integral part of our team.

Pet therapy volunteers bring animal teams to visit patients and families who are temporarily separated from their pets. The therapeutic, recreational and motivational benefits to those in need are unmatched. Pets and their handlers complete an extensive training program and together have logged over 300 hours of service to TMH.

Student Volunteers contributed over 15,000 hours of service to TMH. High school students worked tirelessly over the summer at the TMH Child Care Center, Receiving, Gift Shop and various patient care areas. College students volunteered for an entire semester in areas such as Rehabilitation, Pediatrics, Heart and Vascular Center, Diabetes Center and other patient care areas as needed. TMH thanks these dedicated individuals for the extra hands they have provided our staff and patients.

TMH also has many spiritual care, music therapy, art therapy and community groups who have given the gift of time. Volunteers are an integral part of the TMH family and we salute them all!
The colleagues and physicians of Tallahassee Memorial HealthCare are dedicated to improving the health of the communities we serve. Our service area encompasses a wide, mostly rural area. Many of the communities surrounding the Tallahassee/Leon County boundaries are not served by a hospital. In many cases, there are few primary care providers and no physician specialists. So, as the area’s largest safety-net hospital, the only hospital with extensive intensive care services under the direction of physician specialists, and the largest not-for-profit health care system in the Big Bend region, TMH maintains the health of the citizens it serves in our hearts and minds each day. It is part of our mission statement, “With caring hands and hearts, we honorably serve our community and maintain positive, collaborative relationships by providing compassionate, leading-edge, patient-centered health care for all. We pursue perfection in a trusting and learning environment, thus enhancing the quality of life for those we serve.”

**Keeping in Touch With Our Community’s Health Needs**
Tallahassee Memorial keeps in touch with the health care needs of the communities we serve. Within the Big Bend area, many local Health Advisory Committees have developed plans to assess their community’s health needs and recommend priorities for their community health initiatives. TMH representatives have been actively engaged in two of these county committees. This year, Tallahassee Memorial completed a comprehensive review and revision of its strategic plan. An integral component of the development of the plan was a community advisory committee that provided local input and approval to the plan’s priorities and strategies. Tallahassee Memorial colleagues also monitor state and local health statistic indicators. Three of those indicators continue to drive significant programs, two aimed at early detection of cancer and the third designed to reduce mortality of trauma related injuries.

**Breast Cancer Patient Navigator**
Statistics from the Florida Community Health Assessment Resource Tool Set (CHARTS), created by the Florida Department of Health, show that Leon County has a three-year, age-adjusted death rate due to breast cancer of 21.5 compared to a state-wide rate of 20.8. Gadsden and Jefferson counties report higher rates of 29.3 and 43.1 respectively. To help reduce these higher than average rates, TMH with financial assistance from the American Cancer Society, implemented a Breast Cancer Patient Navigator Program to improve access to mammography and provide support and assistance to women who are diagnosed with breast cancer with particular attention to underserved women in rural areas and ethnic minority groups. The Breast Cancer Patient Navigator also acts as a resource within our 10-county region working to identify financial, physical, cultural or language barriers that can prevent quality cancer care and guiding patients diagnosed with breast cancer through the health care system.

**Prostate Cancer Screening and Prevention**
The CHARTS data also points to a concern with prostate cancer in the Big Bend. The CHARTS data shows that Leon County has a three-year, age-adjusted death rate due to prostate cancer of 25.8 compared to a state-wide rate of 19.9. Gadsden and Jefferson counties reported higher rates of 44.3 and 21.5 respectively. To promote the early detection and treatment of prostate cancer, Tallahassee Memorial partners with Southeastern Urological Center every year to provide free prostate screenings during a two-day period in September, which is Prostate Cancer Awareness Month. Because statistics show that African American men are at increased risk for prostate cancer, TMH places a special emphasis on promoting the screening in the African American Community. In September 2008, these free prostate cancer screenings were provided to 742 men, including 219 African American men, and 11 percent of those screened were found to have an abnormal result.

**Pursuing Trauma Center Status**
In 2005, the University of South Florida conducted an assessment of the state’s trauma system for the Florida Legislature. The report came to several conclusions. First, the study found that counties without a trauma center reported higher mortality rates for trauma patients. Second, the study found that five of the top six counties in Florida with the highest mortality rates were in the trauma service area served by TMH. Third, the authors of the study recommended that trauma centers be placed in Tallahassee and in Bay County, which did not have trauma centers. These factors prompted Tallahassee Memorial HealthCare to pursue trauma center status, a multi-year application process that culminated on July 1, 2009, when TMH officially became a Florida designated Level II Trauma Center. The annual operating cost of this service is estimated at $2.1 million with the City of Tallahassee and the Leon County Commission contributing a total of $550,000.
Stroke Wellness Program
During 2008, the Tallahassee Memorial Rehabilitation Center began offering a Stroke Wellness Program to support and encourage stroke survivors to continue their recovery process after they have completed their formal therapy sessions. The Stroke Wellness Program provides weekly exercise and communication sessions for stroke survivors led by physical, occupational, and speech therapists who volunteer their time to work with these patients. The sessions also include individualized exercise programs and cognitive exercises or “homework” to assist communication skills. Any barriers participants face regarding successful integration in the community are addressed during these sessions. Development of the Stroke Wellness Program was funded through a grant from the Christopher and Dana Reeve Foundation.

Free Cardiac and Peripheral Artery Disease Screenings
During 2008, the Tallahassee Memorial Heart & Vascular Center began providing free screenings for Peripheral Arterial Disease, a common circulatory problem in which narrowed arteries reduce the blood flow to a person’s limbs. The screenings include a health history, risk assessment and performance of a PADnet Arterial test, which can detect blockages in the arteries and the quality of blood flow. The PADnet Arterial Test can provide early detection of Peripheral Arterial Disease when treatment options are broadest such as incorporating both lifestyle modifications and non-invasive therapeutic options. Two local physicians, Dan Kaelin, MD, and Carlos Hubbard, MD, contribute to this community outreach effort by reading the test results without charge. The Heart & Vascular Center also continued to provide free cardiac risk screenings at the Tallahassee Memorial Family Medicine Centers in Blountstown, Crawfordville, Monticello and Quincy. For more information, call the Heart & Vascular Center at (850) 431-2727.

Faith Community Health Ministry Program
Funded partially through a grant from the American Cancer Society, Tallahassee Memorial developed a Faith Community Health Ministry Program in 2008 that provides community health training and resources to church lay members in Jefferson, Wakulla and Gadsden Counties. Through this program, which is structured specifically for counties who are suffering with health disparities, TMH provided a three-day Health Ministry training class to lay members so they can return to their church and train others to become health ministers. The program, which also included monthly meetings for continuing education, has trained 56 health ministers to date. For more information, call (850) 431-3933.

Family Medicine Residency Program Offers Obstetrical Clinics in Rural Counties
The Tallahassee Memorial Family Medicine Residency Program has been providing prenatal care to women in Jefferson, Madison, Taylor and Wakulla counties (all in the rural Florida Panhandle) and to underserved women in Leon County for the past 25 years. Faculty, residents and midwives from the program travel to these counties each week to make this essential care available, working through local county health department clinics. In addition, residents of Gadsden County transfer in from the local clinic to the Family Medicine midwifery practice at 36 weeks of pregnancy, and prenatal patients from the local Federally Qualified Health Center present to the obstetrical service for delivery at the conclusion of their pregnancies.

Each year, about 4,000 patient visits are provided, and the busy obstetrical service is delivering at least 100 babies each month. In partnership with the local health departments and the Healthy Start program, these women are provided with obstetrical services, education and case management through their pregnancies and the postpartum period. Many of these women have severe economic and transportation challenges and report that without these services they would have received no prenatal care.

PEACE Projects Educates Women About Preconception Health
Tallahassee Memorial joined dozens of community partners by participating in a Leon County HealthCare Advisory Board initiative to reduce infant mortality in Leon County. The community came together on March 15, 2008, in the Tallahassee Memorial Hospital Auditorium for a TMH-sponsored day of problem assessment, developing strategies and prioritizing efforts. Many agencies developed programs to assist under a community umbrella organization. One of these was the PEACE (Pre-Pregnancy Education and Action Campaign Effort) Project developed by Tallahassee Memorial and North Florida Women’s Care. The PEACE Project educates women about steps they can take before they become pregnant in order to increase their chances of having a healthy baby once they are ready.
The Tallahassee Memorial Family Medicine Residency Program has provided pre-natal and obstetrical care to surrounding rural communities and underserved women in Leon County for 25 years.

The PEACE Project includes distribution of free supplies of folic acid to women of child-bearing age. (Studies show that taking 400 micrograms daily of the dietary supplement folic acid prior to becoming pregnant can help reduce a woman’s chance of having a baby with Spina Bifida and other neural tube defects.) A PEACE website has also been created where women can learn more about getting healthy before becoming pregnant. For more information, visit the PEACE website at www.peace4babies.com or call (850) 431-PEACE (7322).

Charity and Uncompensated Care

As the area’s only safety net hospital, Tallahassee Memorial provides a significant level of care to low-income, uninsured and vulnerable populations. During the 2007-2008 fiscal year, TMH provided $14,959,000 dollars of charity and uncompensated care. This amount is what it actually costs TMH to provide this care, rather than charges. 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.
As part of its Community Benefit Program, Tallahassee Memorial and its colleagues contribute both time and dollars to a variety of local nonprofit organizations, particularly those whose missions help improve the health and welfare of our community. During the 2007-08 fiscal year, TMH directly contributed more than $200,000 to approximately 40 different organizations. A few of these organizations include the following:

Alzheimer’s Project
American Cancer Society
American Heart Association
American Lung Association
Big Bend Homeless Coalition
Bond Community Health Center
Capital Medical Society
FSU Dance Marathon/Children’s Miracle Network
Healthy Start Coalitions
March of Dimes
National Alliance on Mental Illness
Sickle Cell Foundation
Springtime Tallahassee
Tallahassee Urban League
United Way of the Big Bend

BALANCE SHEET AS OF SEPTEMBER 30, 2008

<table>
<thead>
<tr>
<th>Asset Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Cash and short term investments</td>
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<tr>
<td>Accounts receivable, net</td>
<td>50,776,500</td>
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<tr>
<td>Inventories</td>
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<td>Prepaid expenses and other assets</td>
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<td>Facilities and equipment, net</td>
<td>187,694,500</td>
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<tr>
<td>Other long term assets</td>
<td>26,094,500</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$ 346,873,100</strong></td>
</tr>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$ 36,239,300</td>
</tr>
<tr>
<td>Notes and bonds payable</td>
<td>137,268,600</td>
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<tr>
<td>Self insurance reserves</td>
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<tr>
<td>Accrued pension liabilities</td>
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<tr>
<td>Other liabilities</td>
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<tr>
<td>Net assets</td>
<td>96,170,900</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$ 346,873,100</strong></td>
</tr>
</tbody>
</table>

EXPENSE DOLLAR

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, wages and benefits</td>
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</tr>
<tr>
<td>Supplies and other</td>
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<td>0.26</td>
</tr>
<tr>
<td>Drugs</td>
<td>16,965,000</td>
<td>0.04</td>
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<tr>
<td>Insurance</td>
<td>15,851,000</td>
<td>0.04</td>
</tr>
<tr>
<td>Bad debts</td>
<td>52,303,000</td>
<td>0.13</td>
</tr>
<tr>
<td>Depreciation and interest</td>
<td>26,895,000</td>
<td>0.07</td>
</tr>
<tr>
<td>Other expenses</td>
<td>11,821,000</td>
<td>0.03</td>
</tr>
<tr>
<td><strong>Total Operating Costs</strong></td>
<td><strong>$ 406,471,000</strong></td>
<td>1.00</td>
</tr>
</tbody>
</table>
ECONOMIC CONTRIBUTION TO OUR COMMUNITY

Charity and uncompensated care (at cost) $14,959,000
Bad debt (at cost) 16,623,000
Under-funded government programs 2,993,000
Community benefit programs 7,183,000
TMH Foundation support to community 1,039,000
Federal & state income tax 718,000
Real estate tax 1,034,650
Sales tax 162,400
Other local taxes 245,800
Unemployment tax 124,300
Indigent care tax 3,877,900

Total taxes paid: 6,163,050
Capital expenditures 20,629,000
Local vendor support 30,055,000

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>16,567</td>
<td>78,715</td>
</tr>
<tr>
<td>Obstetrics</td>
<td>4,560</td>
<td>13,766</td>
</tr>
<tr>
<td>Neonatal and newborns</td>
<td>4,327</td>
<td>19,476</td>
</tr>
<tr>
<td>Behavioral health</td>
<td>1,534</td>
<td>10,673</td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>747</td>
<td>12,527</td>
</tr>
</tbody>
</table>

Total Admissions 27,735 135,157

TMH STATISTICS

<table>
<thead>
<tr>
<th>Category</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Surgeries</td>
<td>20,500</td>
</tr>
<tr>
<td>Emergency &amp; Urgent Care Center visits</td>
<td>79,900</td>
</tr>
<tr>
<td>Births</td>
<td>4,327</td>
</tr>
<tr>
<td>Laboratory tests</td>
<td>1,230,100</td>
</tr>
<tr>
<td>Radiological procedures</td>
<td>120,800</td>
</tr>
<tr>
<td>Cardiovascular lab tests</td>
<td>54,000</td>
</tr>
<tr>
<td>Number of full time equivalent colleagues</td>
<td>3,050</td>
</tr>
<tr>
<td>Number of physicians on medical staff</td>
<td>511</td>
</tr>
<tr>
<td>Number of volunteers</td>
<td>400</td>
</tr>
<tr>
<td>Number of licensed beds</td>
<td>770</td>
</tr>
</tbody>
</table>