

2010 Report to the Community

Mission Unstoppable



Baptist Health
South Florida

Mission Unstoppable

The mission of Baptist Health is to improve the health and well-being of individuals, and to promote the sanctity and preservation of life, in the communities we serve. Baptist Health is a faith-based organization guided by the spirit of Jesus Christ and the Judeo-Christian ethic. We are committed to maintaining the highest standards of clinical and service excellence, rooted in the utmost integrity and moral practice. Consistent with its spiritual foundation, Baptist Health is dedicated to providing high-quality, cost-effective, compassionate healthcare services to all, regardless of religion, creed, race or national origin, including, as permitted by its resources, charity care to those in need.

A message from Brian E. Keeley, President and CEO

Dear Friends,

Our mission is unstoppable. In spite of a challenging economic climate, Baptist Health continues to grow, and the good that we do for our community is growing, as well.

At the end of 2008 and the beginning of 2009, the American economy — as well as the global economy — was spiraling downward into the worst recession since the Great Depression. Add to that the particular challenge of the massive healthcare reform bill passed by Congress earlier this year, and it is clear that “business as usual” will no longer suffice. ➤





While others may have seen this as a doomsday scenario, we at Baptist Health viewed it as an opportunity. We helped thousands of people in our community live healthier lives through free health screenings and wellness programs. We provided more than \$215 million in charity and uncompensated care

and other community benefits, based on our cost of providing care. And we not only serve the uninsured and less fortunate in our own facilities, we support five community health clinics and reach out to our neighbors through our Congregational Health Ministry. ➤



Baptist Health also reaches outside our community. We responded to the devastating earthquake in Haiti by donating One Million Meals for Haiti — a volunteer effort involving nearly 4,000 employees and

their families. We also gave nearly \$500,000 to the Haiti earthquake relief fund, and have conducted medical missions to the stricken country. ➤





Back at home, our longstanding focus on quality, patient safety, patient satisfaction, investment in new technology and our increased adherence to cost-effective “green” standards have helped us to not simply survive, but to grow and to expand our mission.

According to government data that measures aspects of healthcare quality, we scored better than most of the hospitals in the U.S. News & World Report’s Honor Roll. That places our hospitals among the best in the nation. And our hospitals are the top five hospitals in patient satisfaction in Miami-Dade and Monroe counties.

We’ve also been named one of the country’s “100 Best Companies to Work For” by Fortune magazine. It’s the 10th year we’ve received that honor. This national recognition allows us to continue to attract the best and brightest employees to Baptist Health.

We always look for ways to strengthen our bond with the community and bring our quality services to more of our neighbors. For example, we’ve opened a new Baptist Medical Plaza at Country Walk. And our two newest medical plazas — at Coral Springs and Davie — allow us to bring our quality services to the people of Broward County for the first time.





Another exciting sign of our growth in the midst of economic uncertainty is our new West Kendall Baptist Hospital. The \$200 million facility will open in spring 2011 at SW 162 Avenue and SW 96 Street. Affiliated with Florida International University's College of Medicine, the new hospital will be an academic medical center focusing on the education of much-needed primary care physicians.

The hospital will incorporate the latest cutting-edge technology, and will provide a broad range of healthcare services, including inpatient care, labor and delivery, intensive and critical care and emergency services. Employees from across Baptist Health will move there to seek new challenges and opportunities, which means Baptist Health's culture of quality will be implanted into the new hospital right from Day One.

West Kendall Baptist Hospital will be certified environmentally friendly. We incorporated LEED (Leadership in Energy and Environmental Design) standards for environmental responsibility and sustainability in all areas of construction. ➤



Respect for the environment is nothing new at Baptist Health. From our first energy-efficient building plan at Baptist Hospital in 1972 until the present, we've shown that a strong environmental consciousness is not only good stewardship, but good business, as well. Baptist Health's Green Team is constantly finding new and innovative ways to save energy, conserve resources and reduce our impact on the environment. We do it because it's right, it's smart and it helps us to be more efficient at a time when every dollar counts.





Our success is no accident. It comes from a culture of quality and dedication that is instilled into every member of the Baptist Health family, at every level of the organization. The people of Baptist Health are second to none. Their generosity, compassion and commitment to clinical and service excellence are a source of pride. Thanks to them, our reputation for quality makes everything else — growth, green initiatives, investment in technology, community involvement — possible.

So, while some see the economic landscape as bleak, we see the future as something that we can shape. In good times or bad, we thrive because we are careful, disciplined and focused on our unstoppable mission of providing high-quality, compassionate medical care to those in need, regardless of their ability to pay.

A handwritten signature in black ink, appearing to read "Brian E. Keeley".

Brian E. Keeley
President and CEO



Recent Honors

- 100 Best Companies to Work For — Fortune magazine. (2010, 2009, 2008, 2007, 2006, 2005, 2004, 2003, 1999, 1998)



- Most Diverse of Fortune 100 Best Companies to Work For. (2010)
- Best Employers for Healthy Lifestyles — Platinum Award to Baptist Health from the National Business Group on Health. (2010, 2009, 2008, 2007, 2006, 2005)

- Corporate Health Achievement Award — American College of Occupational and Environmental Medicine. (2010)

- 100 Best Companies for Working Mothers and Working Mother Hall of Fame — Working Mother magazine. (2010, 2009, 2008, 2007, 2006, 2005, 2004, 2002, 2001, 2000, 1999, 1996, 1995, 1994, 1993, 1992, 1991, 1989)



- 100 Best Places to Work in Healthcare — Modern Healthcare magazine. (2010, 2009, 2008)

- Top Five Nonprofit Companies for Female Executives — National Association of Female Executives. (2009, 2008, 2007)



- Great Workplace Award for having a productive and engaged workforce — Gallup. (2009)

- Pioneering Innovation Award to Baptist Health Wellness Advantage employee program for innovative obesity prevention and control initiatives — Centers for Disease Control and Prevention. (2009)

- 100 Most Wired Hospitals and Health Systems — Hospital & Health Networks. (2009, 2008, 2007, 2006, 2005, 2003, 2002, 2001, 1999)



- Best Florida Hospital Workplace (Large Hospital) — Florida Hospital Association. (2009)
- Sustainable South Florida Award — Inaugural award to Baptist Health for environmentally friendly practices from the Greater Miami Chamber of Commerce. (2009)

- Excellence in Healthcare Award — South Florida Business Journal to Baptist Health South Florida in the hospital category. (2009)

- Gold Medal Award (Organization) — Miami Today newspaper. (2009)

- Best of the Best Places to Give Birth — South Florida Parenting magazine to Baptist Hospital and South Miami Hospital. (2009, 2008, 2007)



- Studer Group's "Firestarter" Award — the group's highest honor for outstanding patient care, to South Miami Hospital and Mariners Hospital (2009), Baptist Hospital (2008), and Homestead Hospital (2005)

- Consumer Choice Award — National Research Corporation to Baptist Hospital as most preferred hospital in Miami. (2009, 2008, 2007, 2006, 2005 as co-winner, 2004, 2003, 2002, 2001, 2000, 1999, 1998, 1997, 1996)

- VHA Leadership Award for Clinical Excellence to Mariners Hospital. (2009)

- Stand Up for Patient Safety Management Award — National Patient Safety Foundation, to Mariners Hospital. (2009)

- Top 10 Companies for Working Mothers — Working Mother magazine. (2008, 2007); Top 10 Companies for Mature Workers and Part-time Workers. (2008)



- Magnet Hospital — American Nurses Association to South Miami Hospital for Excellence in Nursing through 2012. (2008, 2004)
- Magnet Hospital — American Nurses Association to Baptist Hospital for Excellence in Nursing through 2010. (2006, 2002, 1998)
- Well Workplace Platinum Award — Wellness Councils of America. (2008); Gold Award (2007, 2006, 2005)
- Gold Award for Best Practices in Workplace Learning — American Society of Training and Development for Baptist Health's Versant RN Residency Program. (2008)
- Commitment to Employment of People with Disabilities — Miami-Dade Business Leadership Network. (2008)
- Best Practice Award — American Society for Healthcare Human Resources. (2008)
- Employer Best Practices Award — Miami-Dade County Equal Opportunity Board and the U.S. Equal Employment Opportunity Commission. (2008)
- Press Ganey Summit Award — Presented to Baptist Mammography Center at Macy's, The Falls, for ranking in the 95th percentile or above for overall patient satisfaction for three consecutive years. (2008, 2007)
- Press Ganey Compass Award — Presented to Doctors Hospital. (2008)
- Excellence Through Insight Award for overall physician satisfaction — Baptist Children's, Doctors and Homestead Hospitals. (2008)
- Fit-Friendly Company — Platinum Award, Workplace and Community Fitness Innovation Awards, national American Heart Association; first in Florida to achieve this status. (2008)
- Healthcare Services Award — Beacon Council to Homestead Hospital for significant contribution to the diversification of Miami-Dade County's economy. (2008)



Statistics

	FY 2008	FY 2009
Summary of Patient Services		
Admissions	66,329	69,809
Patient days	336,463	354,934
Intensive care days (cardiac and pediatric)	29,537	28,967
Neonatal intensive care days	20,670	22,705
Average length of stay (days)	5.07	5.08
Births	10,408	10,187
Days of nursery care	24,597	24,154
Total surgical cases	41,336	51,494
Emergency center visits	194,392	217,305
Urgent care center visits	90,812	124,480
Volunteer hours	194,442	208,457
Heart catheterization cases	5,371	4,961
Pharmaceutical doses dispensed	9,939,978	10,553,863
Laboratory tests	4,646,619	4,960,540
Imaging procedures	1,001,895	1,049,896
Physical and occupational therapy treatments	351,625	368,252
Beds		
Licensed	1,590	1,612
Routine medical/surgical	1,318	1,363
Intensive care (includes cardiac and pediatric)	109	104
Neonatal intensive care (Level II)	45	45
Neonatal intensive care (Level III)	14	29
Rehabilitation	56	23
Substance abuse	48	48

	FY 2008	FY 2009
Staff		
Medical staff	1,900	1,967
Employees	12,465	13,376
Full-time equivalent employees	10,702	11,501
Community Benefit Highlights (in thousands)		
Charity care and uncompensated services (at cost)	\$133,821	\$175,176
Educational programs, free healthcare screenings and medical education	2,374	2,567
Other donations, contributions and sponsorships	4,132	3,425
Physician payments for indigent care	9,929	10,471
Pastoral care program	2,889	3,351
Florida Indigent Care Fund	18,399	20,545
Total	\$171,544	\$215,535
Financial Highlights (in thousands)		
Net operating revenue	\$1,899,314	\$2,066,778
Expenses incurred for the care of patients	1,762,162	1,927,177
Income from operations	137,152	139,601
Investment and other income (loss)	(208,863)	(8,275)
Surplus for future community healthcare needs (loss)	(\$71,711)	\$131,326

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▲ From left: Juan Carlos Verdeja, M.D., Tony Alonso and Javier Hernandez-Lichtl

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The last two years were tumultuous economically for America and much of the world. Baptist Health Foundation's fundraising efforts were certainly impacted as a result. Although philanthropic giving nationally dropped substantially, the Foundation raised more than \$15 million over the two-year period. And, the Foundation has raised nearly \$70 million in the past six years to support hospital projects, programs, equipment and technology. The Foundation received a generous \$1 million gift from the Gintel Family Foundation to create the eICU Endowment Fund at Mariners Hospital. Additionally, the Gintel Family Foundation donated \$500,000 toward the acquisition of a da Vinci robotic surgical system for Baptist Hospital.



The Founders Society continues to be a significant source of support for Baptist Health. Started in 1999, the Society now includes almost 560 members who have given \$50,000 or more. We have added 118 members in the past two years. The Foundation also launched the Young Philanthropists of Baptist Health. This group of up-and-coming community leaders now numbers 125 members. The Foundation hopes that these young leaders will be future board members and major donors to Baptist Health.





Philanthropy to us is more than donations; it is an investment in the quality of community life. Through philanthropy, our donors are making a difference that will improve the lives of their families, friends and themselves — both now and in the future.

Baptist Health's centers of excellence and other programs focus on some of the healthcare challenges facing our patients today, while providing the most advanced, compassionate care, right here, in our community. Our donors' philanthropic investments are helping Baptist Health build on 50 years of leadership and life-saving healthcare.

With a Foundation staff of fewer than 25, our 100 volunteer board members are critical to our success. Each of our hospitals and Baptist Cardiac & Vascular Institute has its own volunteer board whose sole purpose is to support their hospital philanthropically.

We thank our volunteer board members profusely, and also thank every one of our donors. We believe that Baptist Health is not just a group of good community hospitals and outpatient centers; we want to be viewed as the premier hospital provider for Florida, the Caribbean, Latin and Central America — recognized nationally and internationally as a world-class organization. Philanthropy is the energy that will help drive the advances to help us achieve this goal. Thank you for your continued support.


James W. Harris
Chairman


Stephen J. Parsons
Chief Executive Officer



▲ Robert and Barbara Gintel contributed \$1 million to establish an endowment fund in support of the Mariners Hospital Electronic Intensive Care Unit (eICU). Additionally, the Gintel Family Foundation contributed \$500,000 toward the purchase of the da Vinci robotic surgical system for Baptist Hospital.



▲ Pictured are the Buchwald family (left to right), Becky, Marc, Donna, David, Jeffrey, Bobby and Rose; with children Lexie, Alexander and Hanna. A history of heart disease and a longtime relationship with Baptist Cardiac & Vascular Institute founder Barry Katzen, M.D., led four Buchwald families to join the Baptist Health Founders Society. Their gifts support the Institute's mission to diagnose and treat cardiovascular disease through innovation, collaboration and clinical excellence.



◀ Baptist Health Foundation CEO Stephen Parsons is pictured with President's Circle member and philanthropist Jean Ellen duPont Shehan. Mrs. Shehan has contributed more than \$1 million in support of the Child Development Center at South Miami Hospital and the renovation and expansion of the Baptist Hospital Emergency Center.

Baptist Health South Florida Foundation

	FY 2008	FY 2009
Net Assets, Beginning of Year	\$72,126,968	\$57,940,191
Total funds raised	10,098,613	5,168,461
Investment (loss) income – net	(9,151,767)	217,712
Operating expenses	(2,850,774)	(3,129,353)
Other	(86,042)	(236,496)
Provision for and write-off of temporarily restricted pledges	(230,421)	(523,912)
Contributions to affiliates	(11,966,386)	(2,396,668)
Decrease in net assets	(14,186,777)	(900,256)
Net Assets, End of Year	\$57,940,191	\$57,039,935
Assets	\$61,340,905	\$59,466,528
Liabilities and Net Assets:		
Liabilities	\$3,400,714	\$2,426,593
Net assets	57,940,191	57,039,935
Total Liabilities and Net Assets	\$61,340,905	\$59,466,528

Baptist Health South Florida Foundation extends its sincere gratitude to the following donors who have generously supported our efforts to provide quality healthcare services to the South Florida community.

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Our apologies for any error or omission due to printer's deadline.



The great thing in life is not so much where we stand, but in what direction we are moving.

— Oliver Wendell Holmes





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