From the very first day I arrived at this hospital as CEO four years ago, my number one focus has been on driving the level of quality and service so that every patient and visitor that comes through our doors experiences world-class healthcare.

Since that time, the transformation has been unprecedented and that vision has come to life. For the first time in its history, Orange Park Medical Center received The Joint Commission Top Performing Hospital Honor in 2011, which less than ten percent of all hospitals receive. This quality measurement outcome award is a tribute to the extraordinary care, training and commitment of more than 1,200 staff and 500 affiliated physicians. The residents in Clay County and its surrounding communities are truly experiencing a different kind of healthcare – one that is centered around the patient and family, one that is focused on quality and safety and one that requires every member of the Orange Park team to work collaboratively to provide an extraordinary experience for all of our guests.

In November 2011, Clay County became home to its first ever Provisional Level 2 Trauma Center which will serve the needs of our community and save countless lives. Awarded by the State of Florida Health Department after completing a vigorous, lengthy application process, the Orange Park Medical Center Trauma Unit, coupled with the expansion and renovation of its soon-to-be 44-bed emergency department, will provide extraordinary care in a convenient, efficient setting, to meet the growing needs of local residents.

2011 was an extraordinary year for patients needing heart and lung surgical care. Since beginning the program a year ago, our cardiothoracic surgical team has performed over 130 open heart surgeries with documented quality outcomes with the Society of Thoracic Surgery (STS), achieving some of the highest scores in the nation. Orange Park also leads all northeast Florida hospitals in daVinci robotic surgical cases for benign hysterectomies and is one of the premiere organizations utilizing robotics to improve patient outcomes.
At the core of Orange Park Medical Center’s mission is our commitment to meeting the healthcare needs of our community. As the second-largest employer in Clay County, we provided more than $19 million in charitable and uncompensated care and approximately $38 million towards economic development as a result of our facility expansion projects. As good stewards of the community, we take this a step further by contributing our time, talent and treasure and in 2011 contributed approximately $100,000 in charitable contributions and sponsorships while Orange Park staff participated in thousands of hours of community service and volunteerism.

I invite you now to read the following report that highlights our organization’s contributions to the community and the healthcare services we provided in 2011. I wish you and your loved ones a healthy, extraordinary 2012 and beyond.

Sincerely,

Thomas R. Pentz, CEO
Facility Expansion

Orange Park Medical Center has been in rapid growth mode for the past few years. Our most recent projects have been the expansion of the Emergency Department (ED) and a bed expansion to the North tower.

The first phase of our ED expansion was completed in November 2011 and showcased an additional 12,000 square feet of newly constructed space. This first phase included two state-of-the-art trauma rooms for our Provisional Trauma Center and a helipad for trauma patient air transport. In addition, the new patient rooms in the ED afford privacy as well as comfort for our patients. Following the opening of phase one of the ED, we began Phase II – a nine-month project that will renovate the old emergency department. Phase II of ED renovation is expected to be completed May 2012 and the final ED will have doubled in size and bed capacity.

The bed tower expansion is a twelve-month project that adds 22 new private medical/surgical beds on the 4th floor and twenty new state-of-the-art critical care beds on the 5th floor. In addition, two elevators will be installed, the current elevators will be renovated and a 5th floor connector will be built which will house a new boardroom, family waiting room and satellite security office. This project began in August 2011 and is scheduled for completion in July 2012.

But we’re not stopping here. We are already in the planning stages to add four additional floors of patient rooms in a tower above the new Emergency Department. Along with the new patient floors, we are also planning to expand our dietary and cafeteria area, the laboratory and the pharmacy. This project also includes plans to build new classroom space to accommodate the many educational offerings provided for staff and physicians. Our goal is to complete planning of this project 1st quarter of 2012 and begin construction in 2013.

### Community Economic Impact

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<td>Annual Emergency Room Visits</td>
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Emergency room kiosks with touch screen technology. Just one of many new features to aid patients and their families.
Quality and Patient Safety
The number one focus for all Orange Park Medical Center staff, nurses and physicians.

“In 2010, HCA has worked with teams of physicians, scientists, employees, vendors and others to identify additional opportunities to improve our radiation safety. Implementing the Radiation Right: Right Exam, Right Site, Right Dose initiative continues this commitment to patient safety. Radiation Right assures that we are taking measurable steps to provide for the safety of our patients and employees.”

— Jonathan Perlin, MD, PhD, MSHA, FACP, FACMI
President, Clinical Services and Chief Medical Officer

Focus on Quality
The number one focus of all Orange Park Medical Center staff, nurses and physicians is to provide extraordinary care with the utmost attention to quality, safety and service. The hospital participates in the Centers for Medicare & Medicaid Services (CMS) and The Joint Commission Quality initiatives for evidence-based care, to measure quality healthcare through accountability and public disclosure. Quality measures help us measure or quantify our healthcare processes, outcomes, patient perceptions, organizational structure and/or systems that are associated with the ability to provide high-quality health care. Orange Park is a “Top Performer” in The Joint Commission “Key Quality Measures.” Less than 14 percent of all hospitals nationwide are awarded this distinction. Orange Park has consistently received 100 percent scores from CMS for patient care in the categories of Heart Attack, Heart Failure, Pneumonia and Surgical Care. This distinction means that Clay County residents can be assured they will receive evidence-based health care right in their own community.

Orange Park’s focus on effectively treating stroke and heart patients was highlighted this year with the American Heart and Stroke Association’s “Get with the Guidelines Stroke Gold Plus” award and the Chest Pain Center Accreditation.

Preventive care also plays a role in improving health and reducing healthcare costs. The hospital actively participates in national initiatives to reduce conditions that are acquired in the hospital. Some of these conditions are urinary tract infections, bloodstream infections, sepsis, pressure ulcers and glycemic control.

Also, because the public expects transparency in hospital performance reporting, quality measures have been available on www.qualitycheck.org and the CMS www.healthcare.gov/compare/websites for some time. Check us out and see how well we are doing compared to other area hospitals. By following evidence-based care processes for clinical decision-making, Orange Park Medical Center will continue to provide the highest level of quality care to our patients.
The priority of maintaining a safe environment and practicing safe medicine starts at the executive level and is carried throughout the entire organization. Orange Park staff, nurses and physicians participate in countless hours of training and execute these practices with every patient, every interaction. Ongoing patient safety initiatives include:

- Scrutinized credentialing of all Orange Park physicians and quarterly safety/risk reports to ensure a safe patient care environment, which the Board of Trustees, the Medical Executive Committee and the Administrative Team oversee.

- Achievement in master training in the nationally recognized TeamSTEPPS Patient Safety Program by our labor and delivery team. These trainers have been busy training techniques to lower the risk of miscommunication that may lead to mistakes.

- AirStripOB software was provided to obstetrics physicians to monitor a patient’s labor progress on their cell phone when not at the bedside.

- Cardio AirStrip is being implemented so cardiologists can view EKGs in real time away from the bedside.

- Emergency department physicians and nurses voluntarily pursued advanced ED training, averaging more than eight courses each, above and beyond their required job training.

- Pharmacy and Behavioral Health departments led safety teams to evaluate and plan for future initiatives. Suicide Prevention protocols were implemented to keep patients, who were at risk for self harm, safe.

- The Patient Safety Fair in June festively and informatively celebrated Orange Park’s “culture of safety” where staff, volunteers and physicians rated Orange Park as a safe place to work, a safe place to be treated and where concerns are heard and acted upon.
Patient and Visitor Satisfaction Initiatives

In 2008, Medicare (CMS) came out with the first national, standardized, publicly reported survey of perspectives of hospital care. This survey, known as HCAHPS (Hospital Consumer Assessment of Health Providers and Systems), is published on a national website (www.hospitalcompare.hhs.gov) that provides the consumer with comparable hospital quality and service data to make informed healthcare decisions. Orange Park is proud of its competitive ratings and our focus to demonstrate continuous improvement in patient satisfaction. Initiatives under way include:

• The formation of a National HCA Collaborative with the Institute of Healthcare Improvement (IHI) which included 48 of our hospitals to improve patient satisfaction based on our patients’ perspectives.

• The development of Orange Park’s first Patient Advisor Council, made up of patients and family members who offer insight into the quality of our care delivery. The function of the group is to review our current work practices, assess opportunities and provide feedback which is then implemented to improve service and care.

• An “All for One” campaign, which began in early 2011, has grown to become a mantra for all Orange Park staff and physicians emphasizing a culture of patient-focused care. Every employee works together to create an exceptional care experience, one patient at a time.

Committees were created to focus on the main areas of HCAHPS, including courtesy and respect from physicians and nurses, pain management, education on new medication, staff response to requests, and cleanliness and quietness of the environment. Each committee develops a plan that ultimately impacts the entire organization. Plans include tactics from staff training and daily coaching to signage and new resource deployment.

The common thread among all committees is to look beyond technology and processes and consider the patient service and care delivery experience, from admission to the time of discharge. The ongoing mission of this focus, which reflects a working philosophy we are building into our culture, is “With each and every patient and family contact, we commit to providing the level of care that we would expect for ourselves and our loved ones.” Orange Park’s commitment to our community is to deliver care of the highest quality to each and every patient we serve.

“There’s nothing like Orange Park — and I’ve been to a lot of hospitals.”

—— Shirley Bland, lung cancer survivor
The Orange Park Medical Center Emergency Department experienced record growth in 2011 by treating more than 80,000 patients. In November, we opened the first phase of our expansion project and added 16 state-of-the-art private patient treatment rooms. Each room is designed to maximize patient comfort and access to critical care needs, with new stretchers featuring pressure reduction surfaces, televisions in each room and new patient equipment necessary to deliver the best in care. The phase one expansion also included two state-of-the-art trauma bays featuring the latest technology in trauma resuscitation. When the final phase of the emergency department remodel is complete in the summer of 2012, we will have 44 private exam rooms available to meet the growing healthcare needs of our community.

Orange Park is now electronically connected to both Clay County and Duval County emergency medical vehicles to receive 12-lead EKG transmissions which are sent directly to our ED physicians and cardiologists. The EKG can then be viewed on a computer in the ED or on a portable device such as an iPad or iPhone. The early mobilization of our cardiac catheterization team allows for quick treatment of incoming patients who might be suffering from a STEMI (ST-Elevation Myocardial Infarction), a deadly type of heart attack. Early treatment to the blocked coronary artery minimizes the extent of the heart muscle damage and preserves the pumping function of the heart, thereby increasing survival and reducing or eliminating complications. Door-to-balloon time is a measure of how long it takes to get the treatment to open a completely blocked coronary artery that causes a STEMI heart attack. The time this takes is measured from the time a patient enters the emergency room until the blocked artery is opened in the cardiac catheterization lab with a procedure called balloon angioplasty. The national guideline for door-to-balloon time (DTB) is 90 minutes or less. Our average door-to-balloon time at Orange Park was 64 minutes in 2011.

With our provisional level-two trauma center status, the Orange Park Emergency Department team is available to meet any critical emergency need. From the minor ailments to the most serious of life-threatening conditions, patients can rely on quality, compassionate emergent care.

“Lives in Clay County and surrounding areas are being saved because of access to our new state-of-the-art emergency and trauma services.”

— Leonardo L. Alonso, DO, FAAEM
Medical Director, Orange Park Emergency Department
Trauma Center

On November 19, 2011, Orange Park Medical Center received its designation to operate as a provisional Level II trauma center. This designation is the result of two years of vigorous planning and preparation that included expanding our Emergency Department, educating our nursing staff, recruiting trauma surgeons, neurosurgeons and orthopedic surgeons, and investing nearly $2 million in advanced equipment – all needed to handle the medical needs of the severely injured.

Orange Park, along with four other HCA facilities throughout Florida, joined with the University of South Florida (USF) to develop a network of trauma centers resulting in increased access to trauma care within the communities we serve. Today, only 38 percent of severely injured patients in Florida receive treatment in a designated trauma center, below the national average. The State of Florida’s goal is to have 65 percent of severely injured patients treated in a designated trauma center. To help reach this goal, HCA and USF plans to expand this Florida network to increase access to life-saving trauma care.

Orange Park’s trauma program is led by our Trauma Medical Director, Dr. C. Bruce Walsh, MD, FACS. Dr. Walsh has a team of skilled trauma surgeons, neurosurgeons and all major surgical and medical specialties readily available to treat severely injured patients at any time. Dr. Walsh came to OPMC with a wealth of experience in trauma care and has taught residents critical surgical care. Aside from treating our trauma patients, Dr. Walsh and our Administrative Director of Trauma Services, John Lunde, ARNP, are responsible for educating EMS, our clinical staff and medical staff on best practices in treating severely injured patients.

An important aspect of Orange Park’s partnership with USF and the other network trauma centers is the ability to share best practices, provide peer review for trauma cases over multiple facilities and analyze the network’s trauma data to improve care. Orange Park, HCA and USF are all committed to improving the access to quality trauma services in Florida. Residents of Clay, St. Johns, Southern Duval and Eastern Putnam counties now have increased access to extraordinary trauma care close to home.

“It’s about providing the best trauma care for Orange Park and Florida.”

— C. Bruce Walsh, MD, FACS
Medical Director
Orange Park Trauma Center
Heart and Lung Center

The Orange Park Heart and Lung Center offers comprehensive care for diagnosing and treating diseases and conditions affecting the heart, circulatory system and lungs. These include coronary heart disease, heart attacks, heart valve disease, peripheral vascular disease and lung cancer. Our patient-centered, state-of-the-art care includes open heart surgery, interventional cardiology, minimally invasive and robotic surgery to diagnose and stage lung cancer. We offer cardiopulmonary rehabilitation on our campus to support our patients following interventions and/or surgery with education, counseling and exercise training.

“Orange Park gave me a whole new life.”
— Elizabeth Schmiedel, heart and cancer survivor

Open Heart Surgery

The best hospital to have open heart surgery is right here in your own community. Orange Park Medical Center has worked tirelessly to provide comprehensive heart care with extremely high quality outcomes versus national benchmarking. Since beginning the program in December 2010, our cardiothoracic surgical team has performed more than 130 open heart surgeries with documented quality outcomes with the Society of Thoracic Surgery (STS). In 2011, there were 965 hospitals that participated in the STS quality outcomes reporting in the nation. Orange Park Medical Center’s most recent overall quality score was 96.9 percent overall (ranging 87.6 percent to 98.5 percent nationwide). The overall score includes major complications, risk-adjusted mortality rate, prolonged intubation time, sternal wound infection, medication and length of stay. Along with these great outcomes, our average post-coronary bypass length of stay is 4.7 days when compared to 7.3 days for the other 67 participating hospitals in Florida.

Interventional Cardiology

Our cardiac catheterization team of board-certified interventional cardiologists and highly trained, experienced support staff provides the broadest possible range of solutions for intervention of coronary disease (blockages that prevent circulation in the heart), peripheral vascular disease (blockages that prevent circulation in your legs), carotid artery disease (blockages in the arteries that cause a stroke), septal defects (hole in the heart) and irregular rhythm management with pacemakers and defibrillator implants. In September 2011, our hospital received Full Accreditation from the Society of Chest Pain Centers (SCPC) and hereby has been recognized as a hospital that is committed (24 hours a day, seven days a week) to working with your local emergency services to ensure the best quality outcomes surrounding the care of our residents exhibiting signs and symptoms of chest pain and heart attack.
Pulmonary Program

Lung cancer claims more lives each year than breast, colon and prostate cancer combined, so early detection is key to better outcomes from treatment. For over three years, Orange Park Medical Center has taken the lead in diagnosing and treating lung cancer with technologies that are not available at many hospitals across America.

Suspicious lung nodules can be diagnosed with our minimally invasive SuperDimension inReach system. Being able to diagnose small lung nodules and those deep within the lungs is beyond the reach of traditional bronchoscopy. Doctors have traditionally relied on needle biopsy or surgery to take tissue samples. Or they have suggested watchful waiting, which may allow cancer to grow. Our physicians are the first in North Florida to use the minimally invasive SuperDimension system to reach far into the lungs to biopsy lung nodules and diagnose lung cancer at an earlier stage, thereby increasing patients’ treatment options. While performing the procedure, the physicians take samples of tissue, and our pathologist will determine if the nodule is malignant or not before the procedure is completed. This gives patients quicker results and eliminates the need for traditional, more invasive procedures to biopsy lung nodules.

Our Endobronchial Ultrasound (EBUS) technology incorporates an ultrasound probe into a conventional fiber optic bronchoscope. EBUS technology allows our physicians to reach many lymph nodes that in the past could not be reached with any technique other than surgery. Being able to biopsy lymph nodes with EBUS allows our physicians to better diagnose and determine stages of lung cancer.

One treatment option is radiosurgery with CyberKnife, which is available at our sister hospital, Memorial Hospital in Jacksonville. If radiosurgery is chosen as the treatment during the SuperDimension procedure, the physician “tags” the cancerous nodule with a fiducial marker that enables the CyberKnife to pinpoint the exact location in the lung for radiosurgery. Another treatment option at Orange Park is thoracic surgery for lung cancer with the daVinci robot. Patients benefit from less pain and scarring, less risk of infection, a shorter hospital stay and quicker recovery.

Close to home
Orange Park has the most advanced lung cancer center in the region providing new hope to patients in our community. Patients get the benefit of sophisticated diagnostic technology, a team of experienced specialists and the most advanced treatment options.

Fast diagnostic
Lung cancer is curable if detected at an early stage. Orange Park has a state-of-the-art diagnostic lab using new Super Dimension technology and same-day diagnosis.

Minimally invasive surgery
Orange Park was the first medical center in the region to perform robotic-assisted lung cancer surgery. The minimally invasive surgery allows for smaller incisions, shorter hospital stays and quicker recovery.

Rapid recovery
Early diagnosis and advanced treatment options allow patients to get treated with shorter hospital stays so they can get back to their lives.

— Joseph Cremeens
Lung cancer survivor
Surgical Services

Robotic Surgery

Orange Park Medical Center is the leader in pioneering robotic surgery in this region. Orange Park has the only thoracic surgeon in the north Florida and south Georgia area that performs robotically assisted lung surgery. Dr. Nathan Bates, our cardiothoracic surgeon, has pioneered the use of robotically assisted lung surgery resulting in less pain, less scars and greater outcomes, and often one-day post surgery discharge.

Robotically assisted hysterectomies have revolutionized gynecological surgery, offering patients better outcomes, quicker recovery and less pain and scarring. Orange Park’s eight highly trained OB/GYN surgeons have set the standard of care for hysterectomies in our community and have performed the highest number of benign hysterectomies in the area. Because the benefit and need for robotic surgery continues to grow, our physicians are expanding its application to other surgeries to further improve patient outcomes.

Orthopedics

Orange Park Medical Center offers a broad spectrum of orthopedic services, utilizing a specialized team that works with patients and their physicians to develop individualized treatment plans. When nonsurgical therapies fail, our surgeons have the expertise to surgically intervene to improve the patient’s quality of life. Our dedicated team of orthopedists are an integral part of the trauma care team and provide treatment for fractures, sports medicine injuries, bone and joint disease and the related structures—ligaments, tendons, nerves and muscles. Surgical services include arthroscopy, foot and ankle surgery, hand and wrist surgery, shoulder surgery, knee surgery, elbow surgery, hip surgery, fracture fixation, ligament reconstruction and total hip and knee joint replacement.

Orange Park offers a joint camp for all orthopedic patients undergoing total joint replacement. This camp educates the patient on what to expect postoperatively and allows the patient and their family to meet with the entire team of clinicians who will be treating the patient—from physical therapy to pharmacy.

Neurosurgery

The neurosurgical team at Orange Park Medical Center has been performing minimally invasive lumbar spine surgery since 2002. The neurosurgeon leading the team has performed more than 1,000 minimally invasive lumbar spine procedures. In 2011, Orange Park Medical Center recruited three neurosurgeons to meet the growing community need, providing 24/7 coverage to the trauma unit with extensive experience in traumatic neurosurgery, spine and cranial cases.

The neurosurgical team at Orange Park Medical Center performs cervical spinal fusions without taking any bone grafts from the patient. The neurosurgeon can use bone drilled out at the site of the cervical fusion so the patient does not have to have a second incision, which is traditionally made above the hip to take pieces of pelvic bone used to fuse two cervical vertebrae together. Cervical spinal fusion is done to remove a herniated cervical disk that is causing neck pain, or neck pain along with pain that extends down the arm.

Orange Park Medical Center was the first hospital in North Florida to use the Brain Lab, which is a frameless, stereotactical system for brain tumor surgery. This extremely advanced technology uses a camera, a computer and laser to pinpoint the location of a brain tumor. The Brain Lab eliminates the need for the patient’s head to be placed in a frame during an MRI or CT scan. This is more comfortable for the patient, is less invasive and leads to more accurate surgery and, ultimately, a shorter hospital stay.
Women and Infant Services

Women have traditionally chosen Orange Park Medical Center to deliver their babies because of the compassionate, high-quality care they receive from our highly skilled staff, and 2011 was no exception. We delivered 2,188 babies. We remodeled our labor and delivery suites with moms in mind, featuring a home-like décor, soothing setting and the latest medical equipment for safe, comfortable deliveries. We have 30 private mother/baby rooms and nine private labor, delivery and recovery (LDR) rooms. These rooms allow women the opportunity to complete all phases of childbirth in the same room, safely accommodating normal labor, delivery and immediate postpartum recovery.

Our staff includes some of the area’s most qualified and experienced doctors, nurses and nurse-midwives. A five-bed triage/treatment room allows us to assess expectant mothers for emergent and non-emergent conditions and we have three operating rooms available for Cesarean deliveries on the unit. We have a seven-bed Level-2 Neonatal Intensive Care Unit (NICU) fully equipped to handle our smallest patients. This unit is staffed with neonatologists and advanced neonatal nurse practitioners, which means babies with special needs can get the high level of medical attention they require. Having a NICU allows moms and families to remain close to their newborn, one of the most important elements in bringing a new life into the world.

We take ongoing staff training and education very seriously to ensure our nurses are equipped with the knowledge of the latest practices and technology afforded to the medical community. One great example is “Noelle and Hal,” our mother/baby medical simulator that recreates emergency conditions and disease processes. The mother/baby simulator allows staff to practice and improve their hands-on and critical thinking skills. With this unique simulator, we are able to continually improve care and response time for our patients who may experience a life-threatening event.
Breast Center

Important components to a dedicated breast center are the commitment to an early detection program and a team-centered approach to breast health needs. Orange Park Medical Center has grown its program to focus on prevention, detection, treatment and support for breast-related conditions.

We support and promote the American Cancer Society (ACS) guidelines which recommend annual screening mammograms beginning at age 40. Our full service breast center provides patients with continuity of care from screening mammography to biopsy and beyond – unique comprehensive care in one setting, providing convenience, quality and peace of mind.

Our comprehensive services include:
- Digital Screening and Diagnostic Mammography w/ Computer Aided Detection
- Breast Ultrasound
- Galactography
- Breast MRI
- Screening Breast MRI according to the American Cancer Society guidelines

Breast Biopsy and/or surgical options include:
- Stereotactic, Ultrasound or MRI Guided Biopsy
- Pre-surgical needle localizations
- Excisional Biopsy (in conjunction with a surgeon)
- Sentinel node imaging

The fear of breast cancer is very real for our patients and we understand the sensitive and significant nature of breast health concerns. That’s why Orange Park Medical Center has a Breast Care Coordinator who is a registered nurse specializing in breast health. In addition to assisting our patients during their appointments, the coordinator is available to coordinate care, listen, educate, guide patients and perform lifetime risk assessments.

Our breast center uses a multidisciplinary team approach, utilizing multiple physicians and professionals who work collaboratively to treat patients diagnosed with breast cancer. This team includes radiologists, surgeons, oncologists, physical therapists, psychotherapists, tumor board members and community organizations. At Orange Park, we believe the best care is compassionate, dignified and centered around a team approach.
Medical Imaging and Diagnostics

Our Medical Imaging Department provides state-of-the-art inpatient and outpatient imaging services. In 2011 the Imaging Department experienced growth leading to the acquisition of a new GE Infinia Nuclear Medicine Camera to provide enhanced cardiac and general nuclear imaging examinations. Digital radiographic imaging equipment was implemented in our outpatient department as well as our Emergency Room. In addition, a low dose portable fluoroscopic unit (Mini C-Arm) was added to provide orthopedic surgeons with superior capabilities to manage their patients.

Imaging services available at Orange Park Medical Center include radiography, nuclear medicine, ultrasound, CT scan (including a 64-slice machine), interventional imaging, MRI, bone density and digital mammography. All exams are performed by registered technologists and read by board-certified radiologists.

Our Fleming Island Outpatient Imaging Center offers a full range of traditional diagnostic procedures including open MRI, CT, radiography, bone density, and screening digital mammography. Our technical services are provided by registered and certified radiologic technologists and mammographers.

Rehabilitation Services

Orange Park Medical Center offers a broad range of inpatient and outpatient rehabilitation services, including speech, occupational, physical therapy and audiology. We utilize a multidisciplinary approach to providing therapy for Brain Injuries, Orthopedic Conditions, Amputations, Sports Injuries and Arthritis. Some of our specialized therapy services include outpatient Pediatric Therapy for Autism and Neuro-developmental delay, Vestibular Rehabilitation, Lymphedema, Hand Therapy and hearing examinations by an Audiologist.

One of the special highlights of 2011 was receiving a “Best in State” award from the the Florida Department of Health for Newborn Hearing Screening Program. This is due to our speech pathologists’ and audiologists’ diligence in making sure all infants are screened, and even go the extra step to retest infants a second time if they do not pass the test the first time. Orange Park provides an average of 200 infant hearing screens a month.

In recognition of the high completion rate of hearing screens, the State of Florida gave Orange Park an Auditory Brainstem Response (ABR) machine. This machine is used to perform an advanced hearing screening of the entire hearing system, including the auditory nerves. This new piece of equipment has allowed Orange Park to perform ABR testing in-house on babies who stay longer than five days in the Neonatal Intensive Care Unit, who are on antibiotics or fail the initial screening. Using this new technology has allowed Orange Park Medical Center to provide more comprehensive services without the patient/family having to go elsewhere for additional testing.
Veterans Navigator Program

Orange Park Medical Center is committed to making sure our patients who served this great country are recognized for their service and are cared for in a way that considers their military experience. To ensure our veterans receive the very best personalized care, Orange Park created a veterans program that is managed by a dedicated VA Navigator who works with the local VA hospital when patients need procedures beyond their scope of service.

In addition to facilitating medical care, the VA navigator and volunteer team provide training to nursing and support staff while focusing on the importance of recognizing veteran patients and their families. Every veteran has a special sign and seal placed above their headboard in recognition of their service. Special procedures are in place for when a veteran passes in the hospital along with an American flag to be used to provide respect and dignity to the patient and family.

Because Clay County is rich with veterans and military pride, Orange Park participates in various veterans-related events throughout the year, such as main sponsor of the Clay County Memorial Day Weekend Celebration, Northeast Florida veterans fairs and partner veterans organizations.

Because of the great work of the VA Navigator Program, veterans know that when they come to Orange Park, they will receive extra-special attention, they will be honored and our staff will go out of their way to make their stay the very best it can be.

Wound Care

Some 25.8 million children and adults have diabetes, increasing risks for neuropathy and development of wounds on legs and feet. In 2011, the N.E. Center for Wound Care provided treatment to more than 1,000 patients and performed more than 6,000 procedures. Our physicians and nursing staff remain current with the latest modes of treatment for both acute and chronic wounds, trauma, diabetic and non-diabetic wounds. The wound center provides a unique multi-disciplinary physician/nurse network for the wound care patient. Our dedicated physician staff includes general surgery, vascular surgery, podiatry and family practice. This enables the patient to be referred to the most appropriate physician for their individualized care plan which encompasses surgical/medical wound treatment, wound grafts, diabetic teaching, diagnostic testing and medical assessments. Our nursing staff continues to be committed to high-quality care through attending in-services and seminars. We provides services not only to Clay County residents, but to many of our surrounding counties. As a team, we are proud of our “extraordinary” healing outcomes.
Community Sponsorships and Contributions

The Orange Park Medical Center family strongly believes in supporting Clay County and our surrounding communities through our donations, sponsorships and volunteerism. We partner with dozens of organizations to support and assist with initiatives that improve the health, well-being and lives of our area residents, employees and those who are truly in need. In 2011, we donated approximately $100,000 to local organizations, including the ones listed below:

- American Cancer Society
- Barton-Newton Family YMCA
- Clay Behavioral Health
- Clay County Chamber of Commerce
- Clay County Council on Aging
- Clay County Fair
- Clay County Hoyas
- Clay County Medical Society
- Clay County Senior Advocacy
- Clay County School System Health Fair
- DYE Clay Family YMCA
- Fleming Island High Cheerleaders
- Florida Striders
- Freedom Festival
- Health Planning Council of Northeast Florida
- Ice Dogs Hockey Club
- JC Penney Memorial
- Justice Coalition
- Legacy of Care
- March of Dimes
- Moose Charities
- MS Mud Run
- National Multiple Sclerosis
- Rotary Club of Fleming Concert on the Green
- Rotary Club of Orange Park Fireworks
- Shepherd’s Center of Orange Park
- We Filipinos Inc.

Each year, Orange Park Medical Center employees and physicians volunteer thousands of hours at local health fairs and community organizations. Our Auxiliary alone donated just under 50,000 hours of service to Orange Park. The following are some of the many initiatives and events where Orange Park employees made a difference:

- American Heart Walk
- Clay County School System Health Fair
- Clay County Government Employees Health Fair
- Community Hospice of Northeast Fl
- H2U Health Seminars
- Making Strides
- March of Dimes
- Pink Ribbon Symposium
- Relay for Health
- Safety Seat Car Checks
- Salvation Army Angel Tree
- Shepherd’s Center Health Fair & Series
- Spirit of Women Health Events
- Take it to Heart
- Teacher’s Expo
- Soul Food Festival
- The Way Free Clinic
- YMCA Healthy Living Series

“Take It To Heart” Program

Orange Park Medical Center, Memorial hospital, Channel 4 and Winn Dixie partnered with the Baker-Gilmour Cardiovascular Institute for a day of free health screenings as part of their ongoing “Take It To Heart” program. The event, which took place in February, was attended by thousands.
A Word from the Community

I started participating in your Community Patient Care Council meetings a few months ago. I remember the first meeting that I attended. I felt welcomed and appreciated being a part of it. Knowing all the upcoming progress and needs of your hospital gives us the motivation to excel in patient care and customer service that is well aligned to Orange Park Medical Center's standards. There are a lot of information-gathering opportunities for me as your partner in providing excellent patient care to the community that we serve. We at SunCrest OMNI Healthcare are working closely with case management in educating CHF and COPD patients with disease management at home. Our joined efforts and collaboration will have a great impact on minimizing the overall ER visits and readmission percentage and patient outcomes. The continued success is evident through community relations. But most of all, I am very impressed with the quality of the staff and their overall dedication to educating and producing top-notch medical services.

Thank you.

Rosemarie B. Churchill, RT
Rosemarie B. Churchill
Regional Director of Business Development
SunCrest OMNI Home Healthcare

Orange Park Medical Center (OPMC) has been an outstanding partner to the Council on Aging of Clay County through their financial support to programs and services for seniors offered by the Council on Aging. We have an on-going collaboration with OPMC through our transportation program, Clay Transit, providing transportation for visitors, patients and employees being transported to and from the Medical Center from outlying locations throughout Clay County. We greatly appreciate the outstanding service provided by OPMC to the senior citizens of Clay County.

Al Rizer, PhD
Executive Director, Council on Aging of Clay County

I have really enjoyed and gotten many healthful tips since I’ve been going to the H2U meetings. The doctors who have spoken on so many different health issues have really helped to educate us and make us more health conscious.

You can also have your blood pressure checked at no charge to you. The nice dinner before each meeting is a nice place to meet new people. I’ve made many new friends. The door prizes at the end of each meeting add a lot of fun.

Doris Wellner
H2U member

Orange Park Medical Center continues to help the local YMCA put on a community lecture series providing opportunities for residents to receive support, guidance and resources to achieve better health and well-being. Having Orange Park Medical Center partner with the local YMCA branches and residents has really made an impact here in Clay County. Thank you.

Jon Cantrell
Immediate Past Board Chairman, YMCA

Orange Park Medical Center is a tremendous business partner to the Clay County Chamber of Commerce and helps to provide a positive foundation for our vibrant and dynamic economy. We appreciate their strong commitment to Clay County’s past, present and future quality of life and value Orange Park Medical Center’s dedication to our community.

George Egan
Chair, Clay County Chamber of Commerce
## Awards and Recognition

**JOINT COMMISSION GOLD SEAL OF APPROVAL**
- The nation’s leading health care accrediting organization.

**JOINT COMMISSION TOP PERFORMER ON KEY QUALITY MEASURES**
- Each top-performing hospital met two 95% performance thresholds.
- Only 405 or 14% of reporting hospitals received this recognition in a category: **Heart Attack, Heart Failure, Pneumonia and Surgical Care.**

**JOINT COMMISSION CORE MEASURE SOLUTION EXCHANGE**
- Invited participant to share information on heart failure discharge instructions and pneumonia vaccination.

**COLLEGE OF AMERICAN PATHOLOGIST LABORATORY ACCREDITATION**

**AMERICAN HEART ASSOCIATION / AMERICAN STROKE ASSOCIATION GET WITH THE GUIDELINES STROKE GOLD PLUS ACHIEVEMENT AWARD**
- Stroke Center is certified by the Joint Commission which requires rapid assessment.

**STATE OF FLORIDA COMPLIANCE WITH WAIVED CLINICAL LABORATORY TESTING**

**COMMISSION ON CANCER ACCREDITATION**
- Offers a multidisciplinary team approach by focusing on prevention, early diagnosis and continuum of care.

**CERTIFIED MAMMOGRAM FACILITY**
- All mammography facilities must meet quality standards to receive FDA certification.

**STATE OF FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES MENTAL HEALTH CERTIFICATE OF DESIGNATION**

**THE AMERICAN DIABETES ASSOCIATION CERTIFICATE OF RECOGNITION**

**CHEST PAIN CENTER CERTIFICATION**
- Recognizes hospitals for the improvement of clinical processes for the early assessment, diagnosis and treatment of acute coronary syndromes (ACS) and heart failure (HF).

**CURRENTLY APPLYING FOR PROVISIONAL LEVEL II TRAUMA CENTER DESIGNATION**
- Provides trauma surgeons, neurosurgeons and other surgical and non-surgical specialists and medical personnel, equipment and facilities for immediate or follow-up treatment for severely injured patients, 24 hours a day, seven days a week.

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*Accreditations and Awards listed above, as of October, 2011*
Affiliated Clinical Centers and Physician Practices

**FLEMING ISLAND IMAGING CENTER**
1. 1685 Eagle Harbor Parkway East
   Fleming Island, FL 32003
   (904) 541-0001

**FAMILY PRACTICE ASSOCIATES OF ORANGE PARK**
2. 1594 Kingsley Avenue
   Orange Park, FL 32073
   (904) 264-8621
3. 2755 Blanding Blvd, Suite 109,
   Middleburg, FL 32068
   (904) 282-2577
4. 4711 Highway 17 S, Suite B1
   Orange Park, FL 32003
   (904) 278-5048
5. 9680-20 Argyle Forest Boulevard
   Orange Park, FL 32222
   (904) 777-2667

**FIRST PRIMARY CARE AND FAMILY MEDICINE**
6. 1681 Eagle Harbor Parkway, Suite A
   Fleming Island, FL 32003
   (904) 264-2006

**FIRST COAST GENERAL & ACUTE CARE SURGERY**
7. 1887 Kingsley Avenue, Suite 1900 B
   Orange Park, FL 32073
   (904) 272-9041

**FIRST COAST ORTHOPEDICS**
8. 1679 Eagle Harbor Pkwy, Suite B
   Orange Park, FL 32003
   (904) 278-4447
9. 1665 Kingsley Avenue, Suite 107
   Orange Park, FL 32073
   (904)-269-6565

**FIRST COAST NEUROLOGY**
10. 1887 Kingsley Avenue, Suite 1900
    Orange Park, FL 32073
    (904) 272-9981

**FIRST COAST NEUROSURGERY**
11. 1887 Kingsley Avenue, Suite 1900 A
    Orange Park, FL 32073
    (904) 276-7336

**ORANGE PARK SURGERY CENTER**
12. 2050 Professional Center Drive
    Orange Park, FL 32073
    (904) 272-2550