



At Orlando Health, we know the care we provide for an individual or family is only part of what makes or keeps them healthy. Beyond where they receive healthcare, they are affected by the everyday forces where they live, work, play and learn.

Orlando Health partnered with community groups in Central Florida and Pinellas County to **support workforce development programs** that promote financial stability and independence.

As we expand our geographic footprint, Orlando Health is dedicated to the ever-growing Hispanic population of Central Florida and building on its strong ties to Puerto Rico. In fall 2022, Orlando Health joined forces with Doctors' Center Hospital to create **Doctors' Center Hospital Orlando Health – Dorado**. In our quest to advance the quality of care and support for residents of Central Florida and Puerto Rico, we look forward to identifying opportunities to improve the health and lives in both of these communities.

These examples illustrate Orlando Health's commitment to caring for and about our community, and ensuring all individuals in Central Florida have access to what they need to live their fullest, healthiest lives.

David Strong
President and CEO
Orlando Health

To address these social determinants of health that have such a large role in our communities from Lake to Pinellas counties, Orlando Health joined other organizations to support initiatives that create better health for all. In this report, you will read about some of that work being done here in Central Florida.

You will hear from Orlando Health team members about a pilot program that addresses the basic human need for healthy, nutritious food and leads to **improved maternal and fetal health outcomes**. As Orlando Health continues to expand, you will learn how **our community-building efforts** intentionally selected business partners who share our values and invest back into the local community. And finally, you will discover how

CIR '22

Highlighting Orlando Health Community Impact

This report highlights grant recipients from the Orlando Health Community Grant Program, which is supported and managed by the Community Benefit Department. This report also highlights Orlando Health's total impact to the community through community benefit efforts and investments.

CIR '22 is produced by the Office of External Affairs and Community Benefit.

For more information on the Orlando Health Community Grant Program, contact CommunityBenefit@OrlandoHealth.com.

Inside

4 | Orlando Health At a Glance

6 | Food as Medicine

Orlando Health Winnie Palmer Hospital for Women and Babies launched Food as Medicine, a program to study food insecurity's impact on healthy births by connecting at-risk pregnant women to wholesome food and nutritional guidance.



12 | Developing a Framework for Opportunity

Orlando Health provides diverse suppliers with equal access to business opportunities for the construction of the Orlando Health Jewett Orthopedic Institute.



18 | Creating a Sustainable Journey to Self-Sufficiency

Orlando Health collaborates with community partners in Central Florida and Pinellas County to address the impacts of social determinants of health and help clients become self-sufficient.



24 | Special Olympics USA 2022 – A Game of Hearts

As the official medical team for the Special Olympic Orlando games, Orlando Health learned how to provide inclusive care and access to all individuals with intellectual disabilities.



26 | Prescription for Health Equity

The 340B program offers an opportunity for Orlando Health to provide extra care to those most desperately in need.



28 | 2022 Grant Recipients

29 | Community Partners

31 | Looking Ahead

Orlando Health's Community Impact on 2023



Providing access to nearly 4 MILLION Florida residents

Orlando Health is a **\$9.2 billion** not-for-profit healthcare organization and community-based network of physician practices, hospitals and outpatient care centers throughout Central Florida.

- Orlando Health includes 27 wholly-owned hospitals and emergency departments
- An extensive network of physicians representing more than 100 specialties and primary care
- Rehabilitation services
- Cancer institutes
- Heart and vascular institutes
- Imaging and laboratory services
- Wound care centers
- Physician offices for adults and pediatrics
- Skilled nursing facilities
- Inpatient behavioral health facility
- Home health services in partnership with LHC Group
- Urgent care centers in partnership with FastMed Urgent Care

Our Expertise

- Cancer Care
- Digestive Health
- Heart and Vascular
- Neonatology and Women's Health
- Neurosciences
- Orthopedics and Sports Medicine
- Pediatrics
- Primary Care
- Surgery

10 Wholly Owned Hospitals

LAKE COUNTY

Orlando Health
South Lake Hospital

Orlando Health –
Health Central Hospital

ORANGE COUNTY

Orlando Health
Orlando Regional
Medical Center

Orlando Health
Horizon West Hospital

OSCEOLA COUNTY

Orlando Health
St. Cloud Hospital

Orlando Health
Arnold Palmer Hospital
for Children

SEMINOLE COUNTY

Orlando Health
South Seminole Hospital

Orlando Health
Winnie Palmer Hospital
for Women and Babies

PINELLAS COUNTY

Bayfront Health
St. Petersburg

Orlando Health
Dr. P. Phillips Hospital

Long-standing community hospitals offering the region's only Level I Trauma Center, plus:

- A major **cancer institute**
- The area's **first heart program**
- Specialty hospitals** dedicated to children, women and babies



Highest quality of care and service in everything we do



3,243,283
Outpatient Visits*

142,021
Patient Admissions**

3,140 Beds***

One of Central Florida's Largest Employers



25,267
Team Members

A Statutory Teaching Hospital System with:

One of **6** MAJOR teaching hospitals in Florida

10 Residency Programs

523,368
Emergency Visits****

18,765
Babies Born


10,494
Trauma Cases*****

79,176
Surgeries*****

3,284 Unique Physicians

357 Medical Residents

99 Faculty Members

7 Pharmacy Residency Programs 

32 Fellowship Programs

*Includes hospitals, physician enterprises, imaging centers, ambulatory surgery centers and FastMed. Excludes emergency and women's triage. **Excluding newborns. ***Licensed acute beds and skilled nursing licensed beds. ****Excludes Orlando Health Winnie Palmer, Orlando Health South Lake, and Bayfront Health women's triage emergency room visits. *****Level 1 only. Does not include Level 2 trauma at BHSP. *****Excludes labor and delivery surgeries.

Community Benefit Financials*

\$173,058,776 Charity Care

Charity care is the total cost of services incurred by Orlando Health to provide medical services to those patients who have demonstrated their inability to pay. Charity care does not include bad debt.

+ \$74,196,660

Community Benefit Programs and Services

+ \$267,071,618

MEDICAID and other Means-Tested Programs Shortfalls**

\$514,327,054

Total Community Benefit

+ \$176,207,897 MEDICARE Shortfalls**

+ \$159,785,377 Bad Debt

Bad debt is the total cost of services incurred by Orlando Health for services provided to patients who have not paid their bills and who have not demonstrated their inability to pay.

+ \$1,407,683

Community-Building Activities

Community-building activities include programs that address the root causes of health problems, such as poverty, homelessness and environmental problems.

+ \$432,763,000

Capitol Investment***

Investments to increase overall access to improve the health and the quality of life of the individuals and communities we serve.

Total Community Impact**** \$1,284,491,012

*Based on: A Guide for Planning & Reporting Community Benefit, Catholic Health Association (CHA) of the United States, 2022 edition.

**Medicare, Medicaid and other means-tested programs pay Orlando Health less than it costs the organization to provide care to its Medicare, Medicaid and other means-tested programs patients. The amounts shown are the actual costs to provide these services above reimbursement.

***Capitol Investments are not classified as community benefit by the IRS.

**** This report is a summary of Orlando Health's federal filings and additional investments that improve overall access to the communities we serve.



Healthy Food Supply
As part of this pilot program, food boxes were prepared by Second Harvest Food Bank and delivered to at-risk pregnant participants.

Karen Broussard has seen firsthand what happens in underserved communities of color when at-risk pregnant women do not receive proper nutrition. “Babies of food-insecure, low-income moms suffer a higher mortality rate, are often born underweight or have serious illnesses,” says Broussard, who recently retired as the chief community impact officer at Second Harvest Food Bank of Central Florida. But happily toddling around their homes somewhere in Orange County are two dozen babies who have beaten the odds. Thanks to **Food as Medicine**, a collaborative pilot program created by Orlando Health and Second Harvest, these tiny tykes were born healthy, at a normal birthweight and on time.

Food as Medicine

A Winning Prescription
for Prenatal Care



“This project highlighted an incredible opportunity to teach women healthy decisions for their long-term well-being, while bringing a greater awareness of food insecurity to our clinic, hospital and administration.”
 – Dr. Shannon Schellhammer

initiated by Orlando Health Winnie Palmer Hospital for Women and Babies and launched in early fall of 2021, Food as Medicine sought to study food insecurity’s impact on healthy births by connecting at-risk pregnant women to wholesome food and nutritional guidance.

Florida statistics are somber. The Sunshine State currently ranks 10th in the nation for food insecurity, putting many vulnerable mothers in jeopardy. “In Central Florida, one in eight people – and one in five kids – experience hunger every day,” says Broussard. “We have been very interested in food’s impact on health outcomes. When Orlando Health approached us with the magic that is the Food as Medicine program, we said ‘Yes! We’ll be your food source!’”

Social needs, like good nutrition during pregnancy or access to transportation, can be as critical for prenatal health as a blood test or a sonogram. “This program looked at the role social factors play in gestational diabetes, maternal high blood pressure or why women deliver preterm,” says Dr. Shannon Schellhammer, OB-GYN academic hospitalist and ob-gyn residency program director at Orlando Health Winnie Palmer.

Eating to Win

Oriana Fermin, an intern at the Orlando Health High-Risk Obstetrics and Gynecology Resident Practice, screened pregnant patients to assess their risk for food insecurity and complications like gestational diabetes. Those who fit the criteria were then recruited for voluntary enrollment into the pilot project.

“When you ask someone ‘Do you have enough food?’ you usually hear ‘yes,’” says Fermin. “But rephrase it to how often in the last year they’ve gone without three meals a day, and you may get a different answer. I screened women suffering from food insecurity who had no indications in their health history.”

One specific phone call showed the program’s power. “It was 5:00 pm, and I was getting ready to leave the office,” says Fermin. “The mom on the phone was just crying. Her toddler’s crying in the

background. She said, ‘I can’t believe you reached out and helped me with this.’”

After recruitment into the pilot program, participants received a selection of healthy, nonperishable and fresh foods delivered to their home twice a month throughout their pregnancy and for two months postpartum. Food boxes were distributed based on the number of people living in the home. Those with more children received additional canned and dry goods in their box.

“Our motto was Healthy Mom, Healthy Baby, with our mothers taking home healthy, normal-birthweight babies,” says Sara Osborne, senior director, Community Benefit at Orlando Health. “We also wanted to reduce the impact of food insecurity while establishing healthy eating habits for the whole household.”

Delivering Nutritional Knowledge

Food boxes took into consideration any allergies or chronic conditions and were delivered directly to the home. “This program met patients where they were,” says Dr. Schellhammer. “For many patients, delivery was crucial because transportation can be problematic. Bringing food to their front porch took the strain off them.”

Maxine Arena agrees. “Moms were delighted and grateful we delivered healthy food boxes right to their homes,” says Arena, Home Delivery Quality Assurance Manager for Second Harvest. “I explained the nutrition, answered questions on specific foods and learned about their lifestyle and their families.”

Arena also supplied recipe books with ideas on how to prepare the food in the boxes. “I heard from participants that our program took away the embarrassment they felt seeking help,” she says. “Well-cultivated, collaborative partnerships like Food as Medicine really benefit the moms by removing the judgmental stigma many experience.”

Orlando Health dietitians offered one-on-one support and education, focusing on healthy prenatal nutrition and overall eating strategies like reading labels and testing simple recipes. They offered additional support via phone or video

consultations throughout the rest of the pregnancy.

"We didn't want to just deliver boxes of food," says Lauren Popeck, clinical nutrition manager, Orlando Health. "We wanted to teach them how to put a simple, healthy meal together without added fats, salt or sugar."

Constant contact also allowed the team to determine other needs. "Just a simple phone or virtual check-in was appreciated," says Popeck. "We could answer questions and offer easy to implement nutritional tips."

A Positive Prescription for the Future

"That we built the model together contributed a lot to the success," says Rachel Stankiewitch, manager, Health & Hunger Programs at Second Harvest Food Bank of Central Florida. Stankiewitch coordinated food deliveries. "It wasn't just one side's voice or another side's voice putting all the processes together. It has really, truly been a collaborative process."

The results speak to the importance of nutritious food on the birth outcomes for at-risk mothers. Orlando Health clinicians initially screened 30 pregnant women as positive for food insecurity. Twenty-four were successfully enrolled and participated in the program. Each baby was born healthy and arrived at or near full term. Most importantly, 75% of the newborns entered the world at a healthy weight.

"At a mother's most vulnerable time, we provided care and education," says Dr. Schellhammer.

"This project highlighted an incredible opportunity to teach women healthy decisions for their long-term well-being, while bringing a greater awareness of food insecurity to our clinic, hospital and administration."

Not only did the program generate awareness, it helped pave the way for more grants advancing equity in maternal health. Nicole Leacock, grant manager for the Orlando Health Foundation recently secured funding for the Telehealth Minority Maternity Care Pilot Program. Under the direction of Dr. Lori Boardman, chief quality officer, Orlando Health Winnie Palmer and assistant vice president, Orlando Health, the program provides prenatal care with food delivery and nutrition education similar to Food as Medicine. In addition, it includes postpartum telehealth care for chronic maternal conditions to help reduce health disparities, increase access to care, improve obstetric outcomes and reduce severe maternal morbidity in Central Florida's Black communities.

The impact of Food as Medicine also has altered how Oriana Fermin plans to practice medicine when she completes her post-graduate medical training. "This program opened my eyes as a doctor in training," says the future OB-GYN. "I will always have questions about food insecurity on my patient questionnaires because if you don't ask, you don't know."

"And if I don't have a partnership like Food as Medicine at my institution," Fermin says, "I will create one to support my patients."



Eating Strategies

Via phone or video consultations, Orlando Health dietitians offered one-on-one support to establish healthy eating habits. As a result, 77% or 17 babies were born with healthy gestational age.

Shown: Melissa Jewell, RD, CSOWM, LD/N, Orlando Health Specialty Dietitian

Collaborative Program at Work

24

women were enrolled

86%

(19 babies)

were born at a healthy weight

More than

580

deliveries

of food were made which included boxes of produce and nonperishable items.



Developing a Framework for Opportunity

Last year, as the Orlando Health Jewett Orthopedic Institute rose from the ground at 60 Columbia St. in downtown Orlando, most passersby viewed the bustling construction site as simply a work in progress. In the eyes of Quibulah “Quib” Graham, however, the 375,000-square-foot, state-of-the-art institute stands as a symbol of the healthcare system’s commitment to the well-being of the communities it serves.

Quib Graham (center), senior director of Diversity and Minority Business Development with Marcela Restrepo (left), founder and CFO of SkyBuilders, and Juan Velez (right), project executive at SkyBuilders.



“We aren’t just building buildings to take care of patients,” says Graham, Orlando Health’s senior director of Diversity and Minority Business Development. “We also are building buildings to put people to work and take care of our diverse community. When people have access to jobs and consistent employment, they can better access healthcare and improve other social determinants of their health.”

Providing diverse suppliers with equal access to business opportunities at Orlando Health is at the heart of the program she oversees. “It’s important to be inclusive of diverse business partners when we build,” says Graham. “We serve patients from different cultures, races and ethnicities, and we want to make sure that not only our staff but also those who help build our facilities look like and represent the communities we serve. Orlando Health is building, acquiring and renovating hospitals, and we want to create an ecosystem of diverse vendors we can employ, promote and scale up.”

Creating Community Opportunity

Intentionally hiring from a pool of small, minority-owned businesses helps stabilize and grow a local economy. “Being involved with projects like construction of the orthopedic institute keeps the money in our community,” says Juan Velez, project executive at SkyBuilders USA, LLC, a minority-owned enterprise construction company based in Orlando. SkyBuilders brought almost 90 workers last year to the construction site, hiring an additional 20 people specifically for the venture.

“This was our first large project with Orlando Health,” says Velez. “Ninety-to-99 percent of the people on this job with us live less than 60 miles from the job location. The money is staying here. We’re spending it right back into our own communities.”

Orlando Health’s award-winning supplier diversity program is designed to alert vendors about upcoming business development opportunities within the healthcare system, including in St. Petersburg at Bayfront Health. The program reaches out to small and minority-owned businesses like SkyBuilders through a page on the Orlando Health and Bayfront Health websites that showcases multiple opportunities

to help them establish a working relationship with the healthcare system and grow in capacity. The program is designed to engage those companies who may not otherwise be well-positioned to compete against larger organizations.

“When we submitted our bid for this project, we knew it was competitive,” says Velez. “And we have the qualifications to do the work. But at the same time, I am sure there were other bigger companies that had been in business longer. But for Orlando Health to give this opportunity to us, a company in the community, well, that’s a big deal.”

Lending a Helping Hand

The program also provides business development prospects for diverse suppliers through mentoring, internal referrals, matchmaking, speaking engagements, networking and scholarships.

“Even if prospective vendors don’t meet our criteria now, we provide comprehensive feedback on grants and certifications that can help them reapply in the future,” says Graham.

Orlando Health also encourages its large prime contractors to partner with local minority-owned businesses. Skanska – the global development firm overseeing construction of the orthopedic institute’s eight-story building and adjoining six-story medical office building – is known for inclusively mentoring the small businesses that assist them.

“We construct incredible buildings designed to transform communities, but that work would not be possible without the diverse partners who reflect the neighborhoods in which we live, work and play,” says Michael Underwood, project executive, Skanska USA. “We’re proud to continue to champion our commitment of working better together with minority-owned businesses through our work with Orlando Health.”

Healthcare construction has its own set of unique regulations and special certifications other industries don’t require. “I remember the first time we worked with them, the vice president from Skanska came down to our office to help us fill out the application, which was hard to get through,” says Velez. “He sat down at my computer and said, ‘I know this is difficult, let me help you.’ I will never forget that help. So when they called us for this project, we knew what to do.”



“Working with Orlando Health on this project allowed us to align with our own company mission of being inclusive. We try to bring other small minority businesses onto the job site with us that might not have otherwise gotten the opportunity.”

– Marcela Restrepo,
Founder and CFO
of SkyBuilders

Mentoring Matters

Helping small businesses work through these challenges can open doors, empower growth and change lives. Megan Molyneux was an occupational therapist for 15 years before creating Florida Contract Automated Shading (FCAS), a woman-led company specializing in motorized window treatments.

“I loved what I did, but I had three small boys,” she says. “My husband owned a residential window-covering business, but I knew nothing about construction or doing a takeoff or reading plans.”

Molyneux remembers one of her first projects, a \$50,000 job working with Skanska and the University of Florida. “We were relatively new,

and qualifying to work on that job was extremely difficult,” she says. “Skanska guided us on how to get insurance, worker’s comp – just all the basics for a new company. Because of their help, we were able to get that job.”

Fast-forward a decade and Molyneux’s women-led company is on the Orlando Health Jewett Orthopedic Institute job site, again



Of the **1,795,885** total project hours worked to date,
725,331
(over 40%) have been contracted to **certified, minority firms**, resulting in the creation of **308 jobs**.

with Skanska. This time, they are completely qualified with the correct insurance and a seasoned team capable and competent to compete on larger projects.

"It was early guidance that allowed me to now operate my own business as a woman in construction, work at my home office and be present for my family," says Molyneux. "To be on a significant project with Orlando Health and Skanska with my four employees and to really own our workload ... well, it just makes me so proud of my team."

Touching One Life Touches Many

Embracing diversity on the job site can create a domino effect as small companies pay it forward, using other minority individuals and businesses as their own subcontractors and sharing the wealth.

"Working with Orlando Health on this project allowed us to align with our own company mission of being inclusive," says Marcela Restrepo, founder and CFO of SkyBuilders.

"We try to bring other small minority businesses onto the job site with us that might not have otherwise gotten the opportunity."

Additionally, SkyBuilders is creating a pipeline for the future by introducing youngsters interested in construction careers to the industry as early as sixth grade. "We work with students from the Orange County Public Schools, bringing them in to join our forces onsite," says Restrepo. "We want to help our community by engaging kids and growing them into the business."

By encouraging opportunity to knock on diverse doors, Orlando Health remains committed to the communities it serves, building relationships and inspiring the next generation. "Being intentional in our hiring is about opening doors that maybe weren't open originally," says Graham. "We want companies like SkyBuilders and Florida Contract Automated Shading to become billion-dollar companies and create generational wealth. "The only way to do that is for us to focus on supplier diversity."



"We aren't just building buildings to take care of patients. We also are building buildings to put people to work and take care of our diverse community."

– Quib Graham

Creating a Sustainable Journey to Self-Sufficiency

For Orlando Health, community care means more than fixing broken bones and healing patients. It's a commitment to improving the quality of life for the region's vulnerable population.

To help build a stronger, healthier Central Florida, the century-old healthcare system annually assesses community health needs and then partners with programs that support health equity and improving social determinants of health. Factors like education, employment, income, family support, safe housing, transportation and safety are examples of social determinants



"Some families had never experienced suddenly being one paycheck away from losing their housing or not being able to feed their family."

— Susan Makowski

Orlando Health Grant at Work

74

individuals
were enrolled in the
STEP program

77%

or 57 individuals
graduated
the STEP program

58%

of those that
graduated
(or more than 30
individuals) gained
employment
after graduation.



STEP Facilitator Lisha Hayes teaches both in-person classroom and virtual training classes. The STEP facilitator's goal is to motivate and empower participants by creating pathways moving from poverty to economic self-sufficiency.

and have a major effect on people's health and well-being.

Programs that address immediate needs while providing an integrated support system promoting stability and economic self-sufficiency are essential for lifting families out of poverty. "Social determinants of health can account for 80% of a person's overall well-being," says Sara Osborne, senior director, community benefit for Orlando Health. "Through our grant program, we like to support entities addressing health disparities – like food insecurity, living in poverty and lack of employment opportunities."

Food for Thought

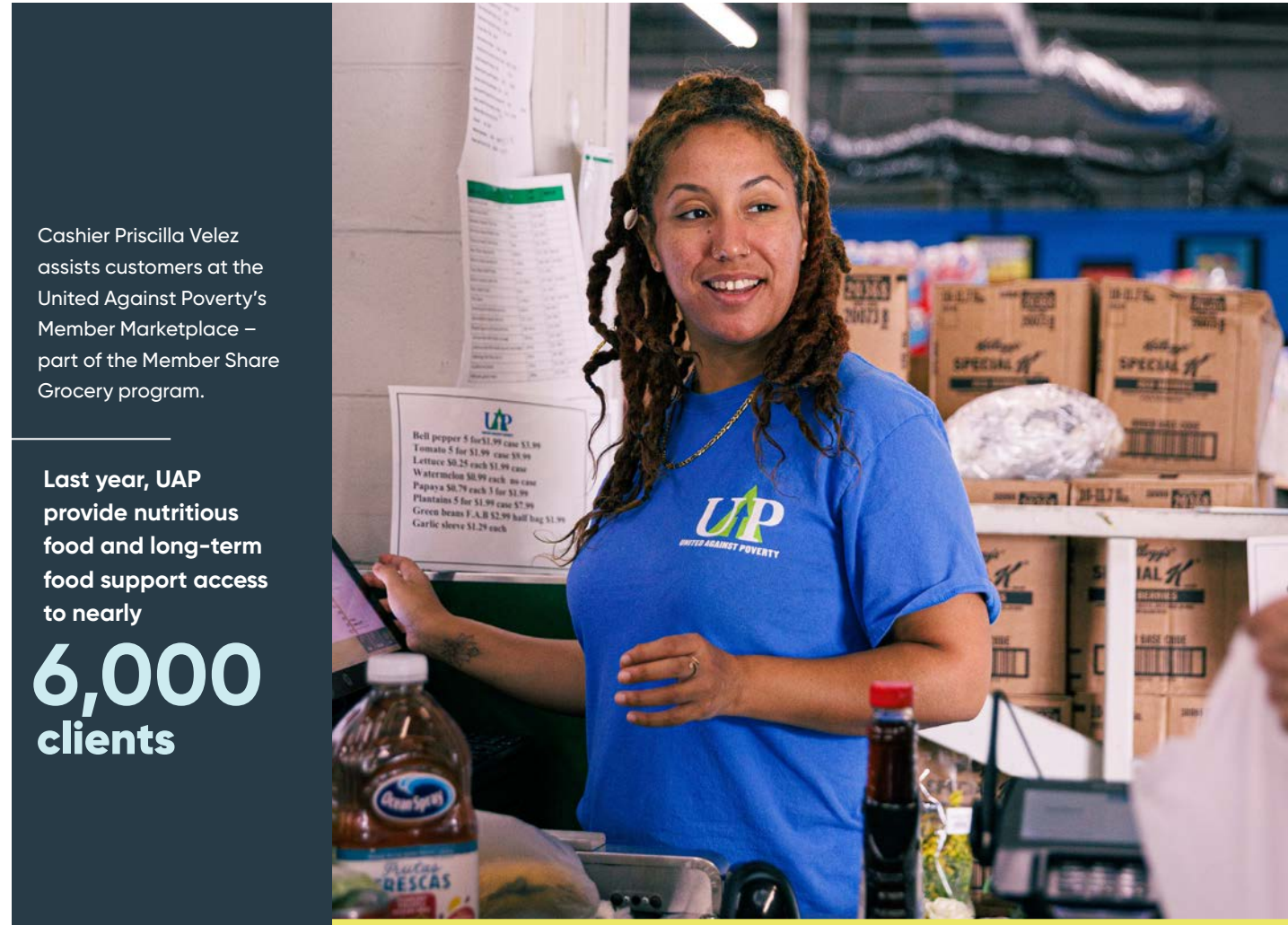
A shifting economy post-pandemic created concerns for many Orange County residents. United Against Poverty Orlando (UP Orlando) stepped up to help, offering a variety of programs designed to empower people experiencing hardships, including job and food insecurity.

"Families took major hits during the pandemic, with lost or reduced employment, followed by inflation," says Susan Makowski, a grant writer for UP Orlando and member of the nonprofit's advisory board. "Some families had never experienced suddenly being one paycheck away from losing their housing or not being able to feed their family."

UP Orlando has seen foot traffic increase at its Member Share Grocery Program on West Michigan Street in Orlando. This hunger-relief and homeless-prevention program offers access to fresh, nutritional food discounted 60%-80% from traditional grocery stores. Its Member Marketplace, located next door, provides access to discounted personal care and household products.

Last year, the grocery program served 7,715 individuals, helping families retain \$4.39 million that they could reallocate to their housing, transportation and childcare costs. Clients range from young families to senior citizens – and everyone in between.

"This is a hand up, not a handout," says Anjali Vaya, executive director for UP



Cashier Priscilla Velez assists customers at the United Against Poverty's Member Marketplace – part of the Member Share Grocery program.

Last year, UAP provide nutritious food and long-term food support access to nearly

6,000
clients

Orlando. “Clients shop and pay here just like they would at any grocery, albeit at a reduced cost.”

Stepping into Employment

Those suffering from food insecurity often experience other crises as well, such as job loss. UP Orlando’s workforce Success Training Employment Program (STEP) provides pathways to jobs through career development, including resume building, computer skills and interview methods.

In 2022, 33 of UP Orlando STEP students gained employment with an aggregate income of \$787,640. “That’s impactful,” says Makowski. “Those dollars go directly back into the local economy to pay for life’s other essentials.”

For Priscilla Velez, a young single mother with three school-age children, finding UP Orlando was a turning point. With no formal education and one child with disabilities, she struggled to find gainful employment.

“STEP helped me gain self-confidence, a sense of direction and build long-term career skills,” Velez says. “It’s opened up better job opportunities for me and my family.”

Participants also are coached and mentored over a three-year period, one of the secrets to the program’s success. “Our on-site programs and services promote whole family stability and independence,” says Vaya.

“We’re about creating pathways that bridge from crisis to self-sufficiency by meeting people where they are and helping them see where they can go.”

Earn While You Learn

United Way Suncoast also understands the connection between the social determinants of income and education, and their impact on an individual’s economic opportunity and health in the Tampa Bay/St. Petersburg areas. In partnership with Tampa’s Ultimate Medical Academy and Bayfront Health, they created a certified nursing assistant (CNA) program that offers a “learn as you earn” opportunity.

The program addresses two problems – the area’s current nursing assistant shortage and the unemployment or underemployment of local residents in underprivileged areas, many of whom lost their jobs during the pandemic.

“Nursing assistants help provide compassionate care for patients in hospitals or long-term care facilities and are critical because they have the most patient interaction,” says Lorraine Parker, MSN, chief nursing officer at Bayfront Health. “They are the ones taking patients’ vitals, changing their sheets, helping them get water. They often interact more with the patients than other more experienced professionals.”

The CNA program includes six weeks of laboratory/classroom training at the United Way’s Campbell Park Resource Center and 45 hours of externship experience with Bayfront Health, both in St. Petersburg. Students can start their career as a nursing assistant 1 in as little as two months and receive not only exposure to the healthcare setting but also the training necessary to prepare for the CNA exam.

“It’s really a fantastic opportunity for someone to get into the workforce,” says Leia Bell, director of educational strategic initiatives at Ultimate Medical



Academy. “They’re learning on the job, getting paid and getting accustomed to a healthcare work culture where there is advancement opportunity.”

Offering Opportunities to Grow

The ability to earn while he learned a new career appealed to Babatunde Bakau. The 54-year-old St. Pete resident had been laid off after 15 years in the hospitality industry as a food purchasing manager. Family members encouraged him to consider opportunities in healthcare.

“I saw something in the news about the CNA program and I signed up,” says Bakau, who recently graduated from the program and took a job with Bayfront Health. “I liked that I could earn money working in the hospital while I also went to school. By being in the hospital with patients, what I was learning in class made more sense.”

Combining hospital experience with classroom training also helps with employee retention. “Following the pandemic, we found that 60% of our new nursing assistants with no prior exposure to healthcare often left within the first six months,” says Parker. “When we looked at the data with UMA’s program, their turnover one year later was almost non-existent.”

Bakau has no intention of leaving healthcare. Instead, he is looking at ways to advance along his new career path. “I have discovered through this program that I am good at taking care of people – and I like it,” he says. “This program has opened my eyes to all the other opportunities I have before me now in healthcare. Perhaps one day I will be a healthcare administrator!”

A Game of Hearts

Every four years, the Special Olympics USA Games brings athletes with intellectual disabilities together to compete on a playing field of inclusion. This celebration of strengths, talents and dedicated perseverance ranks as one of the nation's most beloved sporting events.

In June 2022, Special Olympics brought their magic to Orlando. For one week, the city hosted more than 4,000 athletes of all ages plus 1,500 coaches, 10,000 volunteers and 125,000 fans from all 50 states, the District of Columbia and the Caribbean. Athletes participated in 19 sports events at nine different venues across the city.

As the official medical team for the games, Orlando Health was tasked with creating an entire healthcare system outside their

hospital walls to support attendees. Working with the Special Olympics also offered a chance to raise awareness about the social determinants of health that challenge those with intellectual disabilities.

"The Special Olympics is about inclusion and access, not only to sports but also to healthcare," says Cary J. D'Ortona, president of Orlando Health Medical Group and senior vice president of Orlando Health. D'Ortona, who

was executive champion for the partnership, also sits on the board of Special Olympics Florida.

"As a healthcare system, we had the opportunity to learn from the expertise of Special Olympics and really improve how we provide inclusive care and access to all individuals with intellectual disabilities," says D'Ortona. "This patient population doesn't always have the same access to healthcare or the decision-making to help them take full advantage of programs and services available to others. Working with Special Olympics allowed us to better understand and fully integrate a more inclusive approach."

More than 200 clinicians and 40 Orlando Health leaders were needed to oversee medical services for athletes and visitors. Another 800 team members signed up for more than 1,000 shifts as volunteers.

"We called on every practicing physician, resident and clinical expert at Orlando Health to help support the Games," says Jackie Hayter, senior director of sports partnerships for Orlando Health. "There was incredible attention to planning, safety, communication, connectivity and just making sure we had all the protocols built exactly right for the athletes and their families."

As chief medical officer for the 2022 Games and physician president of Orlando Health Jewett Orthopedic Institute, Michael Jablonski, MD, understood the



Over 200 clinicians and 40 Orlando Health leaders oversaw medical services for athletes and visitors including (left to right): Dr. Justin Muller, Greg Ohe, Dr. Michael Jablonski, Andy Gardiner, Carlos Carrasco, David Strong and Dr. George Ralls.



unique challenges facing his team as they approached the largest Special Olympics in history.

"Medical volunteers went through special training and reviewed thousands of athletes' medical histories to better understand how potential problems like heat-related illnesses, seizures and concussions affect this community," says Dr. Jablonski. "And we weren't dealing with just the typical athletic injuries. Our very first patient the morning of opening ceremonies was an athlete with bilateral lung transplants who had left his antirejection medication at home."

From their mobile positions at multiple venues, team members tackled more than 1,000 medical events during the week, handling

everything from sprains, strains and broken bones to more uncommon situations. For example, traveling to the games marked many athletes' first plane flight or trip away from home – a scary situation that can result in unexpected health concerns. To help, one of Orlando Health's top trauma surgeons volunteered to welcome every arriving jet in case an athlete landed in need.

"Three words describe our team's involvement in the Games – passionate, compassionate and resilient," says Eric Alberts, senior director of emergency management for Orlando Health. "Passionate about what they do, compassionate for those they serve and resilient working

around COVID-19, excessive heat, thunderstorms, transportation and family issues, and complex medical concerns. They just kept bouncing back, happy to help."

Carlos Carrasco, president of Orlando Health Jewett Orthopedic Institute, credits this dedication to the healthcare system's desire for meeting the community's needs wherever needed.

"There's a sense of pride associated with being a place the community can rely on that creates connection to the people we serve," says Carrasco. "That connection provides a sense of purpose deeply grounded in caring for people that makes what we do at Orlando Health more than just a job. It's who we are."

"We have a large at-risk population in the Orlando region who are experiencing financial difficulties . . . Our 340B savings enable us to help them . . ."

— Andrea Ledford



A Program for Compassionate Care

For care providers at Orlando Health, compassion for patients is as important as therapeutic treatment. The 340B program offers an opportunity for them to provide extra care to those most desperately in need.

Initiated more than 25 years ago in Section 340B of the Public Health Service Act, this federal drug pricing program requires pharmaceutical manufacturers participating in Medicaid to provide discounts to disproportionate-share hospitals serving low-income, uninsured and indigent patients. Savings created from the 340B Drug Pricing Program are used to address disparities, build deeper relationships, create life-enhancing programs and provide financial assistance to vulnerable populations.

"The 340B program helps our organization stretch scarce federal resources as far as possible," says Lacey Jory, pharmacy 340B program supervisor at Orlando Health. "In the simplest terms, it lets us save money on drugs so we can use that money to extend care to people who would not otherwise have options."

The program helps patients in need due to insurance issues, life situations or factors such as waiting for insurance coverage to begin. While some patients are uninsured, others are underinsured, unable to pay high deductibles and costly copays.

"We have a large at-risk population in the Orlando region who are experiencing financial difficulties," says Andrea Ledford, senior director of pharmacy for Orlando Health Cancer Institute. "Some are homeless. Others have lost their jobs or their insurance due to a financial crisis. Our 340B savings enable us to help them remain outpatient and avoid unnecessary hospitalizations."

To provide precise internal oversight, Orlando Health created a 340B Steering Committee. Senior

leaders meet regularly to verify all government requirements, regulations and guidelines are appropriately applied and met.

"We take compliance very seriously," says Michelle Strenth, assistant vice president of government affairs and public policy for Orlando Health. "Our committee oversees the business aspect of 340B so that we can continue to holistically build relationships with patients through care coordination."

Advocating for Patients

The 340B program also offers opportunities for patient advocacy. Teaming pharmacists with heart failure patients, offering dietary education and furnishing medical supplies for remote patient monitoring are just some of the services Orlando Health can offer. "Our patient assistance program tracks down initiatives from government entities, drug manufacturers and philanthropic organizations, then does the paperwork to help patients access that assistance as they navigate their health challenges," says

Mikko Isaac, pharmacy operations coordinator, Orlando Health Orlando Regional Medical Center. "Without the 340B savings, we would not be able to continue to fund many programs that benefit the community."

Elroy Whittaker understands the program's importance in his own care. When insurance didn't cover the potentially lifesaving medication he needed, 340B savings offered the Central Floridian a lifeline.

"I was able to recommend a covered alternative and enroll him in manufacturer co-pay savings plans for two of his new and costly medications," says Gwenetta Barrington, BPharm, clinical pharmacist at Orlando Health Dr. P. Phillips Hospital. Barrington also helped explain, label and organize his medications.

These relationships with care providers help alleviate patients' stress as they navigate overwhelming, complex medical issues and paperwork. As Barrington explains it, "Mr. Whitaker tells me all the time that he takes comfort in knowing I'm only a phone call away."

The Cost of Caring

In 2022, the 340B program generated \$122.9 million in savings for Orlando Health. These savings were used to deliver free care and create medication management and community health programs for Central Florida's vulnerable, underserved populations. This included:

- Providing care and consultation to 1,896 chronic obstructive pulmonary disease (COPD) and heart failure patients, and ordering 5,258 prescriptions for these patients.
- Employing patient assistance/indigent care coordinators to ensure 274 indigent cancer patients received lifesaving chemotherapy treatments.
- Providing vulnerable patients being discharged with medications at no charge.

Examples of 340B in Action

Provided care and consultation to **2,507** chronic obstructive pulmonary disease and heart failure patients and ordered **5,313 prescriptions** for these patients in FY 2022

Employ **Patient Assistance/Indigent Care Coordinators** to ensure indigent cancer patients receive lifesaving chemotherapy treatments; coordination was provided to

274 patients in FY 2022

Provided vulnerable patients with medications upon discharge at no

No Charge in FY 2022

2022 Grant Recipients

Children's Home Society of Florida

Kids in the Kitchen

Dental Care Access Foundation, Inc.

Children's Oral Hygiene Education and Fluoride Outreach

Evava Health

Beyond the Belly Mother and Infant Care Project

Florida Department of Health in Seminole County

Elder Fall Prevention Initiative

Florida Department of Health in Seminole County

Seminole County Breast Education, Screening and Testing Program (BEST Program)

Foundation for Orange County Public Schools, Inc.

Kids' Closet: Size Matters (K-12) and Uber Access to After-School Activities for High-School Students Experiencing Homelessness

Grace Medical Home

The Healing by Offering Possibilities and Encouragement Project

Gulf Coast Jewish Family and Community Services

Naloxone Leave Behind Educational Program

Homeless Empowerment Program

Mental Health First Aid for Homeless

Orange Blossom Family Health

Advancing Colon Cancer Education and Screenings

IMPOWER, Inc.

Discharge/Transitional Services for Teens Undergoing Residential Substance Abuse Treatment

Lake-Sumter State College Foundation, Inc.

Expanding the Healthcare Workforce

Libby's Legacy

Breast Cancer Foundation

Saving and Changing Lives 2022 - Cancer Screening/Mammogram Access

Metro Inclusive Health

Community Health Navigation Project

Neighborly Care Network, Inc.

Pantry Delivered

Otem Collective, Inc.

Trust-Based Relational Intervention Caregiver Training

Orlando Health Institute for Advanced Rehabilitation

Community Reintegration Project

Orlando Health Institute for Advanced Rehabilitation

Non-Traumatic Injury Prevention Program

Orlando Health Rehabilitation Medicine

Lunch 'n' Learn

Osceola Community Health Services

Mobile Medical and Dental Services for the Homeless

Samaritan Village, Inc.

Health and Wellness in the Village

Second Harvest Food Bank of Central Florida

Second Harvest School Partnerships Program

Seniors First

Stepping Stone Medical Equipment Bank

Servant's Heart International Ministry, Inc.

Feeding Communities, Empowering Lives

St. Petersburg Free Clinic

Enhancing Access to Medical Care for Pinellas County Residents without Health Insurance

The Foundation for Seminole County Public Schools

Academy of Health Revitalization Project

UCP of Central Florida

UCP Conscious Discipline Program

United Against Poverty Orlando

Family Sustainability: Healthy Pathways Out of Poverty

United Way Suncoast

Supporting ALICE Families in Campbell Park

COMMUNITY PARTNERS

Beyond our programs and services, the true value of our community impact is illustrated best through the relationships we maintain with like-minded organizations.

By collaborating with more than 370 not-for-profit groups, we are able to have a bigger, more meaningful impact on the Central Florida and St. Petersburg area communities.

100 Black Men
4 Roots Foundation*

A Gift for Teaching, Inc.*

Adult Literacy League, Inc.*

Advantage Village Academy

African American Chamber of Commerce of Central Florida, Inc.*

Albin Polasek Museum & Sculpture Gardens
Ali's Hope Foundation*

All Star Dads
All4HealthFL Collaborative

Always Wear Your Seatbelt Foundation, Inc.

Alzheimer's Association of Central and North Florida

American Cancer Society, Inc.*

American Cancer Society, Inc. - Tampa
American College of Healthcare Executives of Central Florida

American Diabetes Association, Inc.*
American Foundation for Suicide Prevention, Inc.

American Heart Association, Inc.*

American Heart Association, Inc. - Tampa Bay*

American Lung Association, Inc.

Apopka Area Chamber of Commerce*

Apopka Woman's Club, Inc.

Arthritis Foundation - Florida Chapter

Arnold Palmer Invitational presented by Mastercard

Asian American Chamber of Commerce

Aspire Health Partners, Inc.

Association for Corporate Citizenship Professionals*

ATHENA Orlando Women's Leadership, Inc.*

Autism Society of Greater Orlando, Inc.

Avalon Park Foundation, Inc.
Baldwin Park Joint Committee

Bears Who Care
Benji Watson Cancer Foundation

Big Brothers Big Sisters of Central Florida*

Black Nurses Rock Orlando
Bloom And Grow LLC

Boy Scouts of America - Central Florida Council

Boys and Girls Clubs of Central Florida, Inc.*

Camaraderie Foundation, Inc.*

Camp Boggy Creek*
Cannonball Kids' Cancer Foundation, Inc.

Caravan Conventions

CareerSource Central Florida*

CareerSource Pinellas*

Caribbean American Association of Lake County

Catholic Charities of Central Florida Pathways to Care

Center For Independent Living*

Central Florida Black Nurses Association of Orlando, Inc.*

Central Florida Collaborative

Central Florida Community Arts, Inc.*

Central Florida Development Council of Polk County

Central Florida Diaper Bank

Central Florida Disaster Medical Coalition*

Central Florida Foundation

Central Florida Hope Center

Central Florida Hotel & Lodging Association*

Central Florida Kidney Health Center*

Central Florida Victim Service Network

Central Florida Zoo & Botanical Gardens*

Central Healthy Start Coalition

Chamber Alliance of Lake County
Charity Across South Lake

Cherrylake Farms
Children's Home Society*

Children's Safety Village of Central Florida, Inc.

Christian Service Center of Central Florida

Citrus Elementary School

City of Clermont

City of Davenport

City of Groveland

City of Lake Mary
City of Lake Mary Fire Department

City of Lake Mary Police Department

City of Longwood

City of Maitland
City of Ocoee - CRA Board*

City of Orange City
City of Orlando

City of Pinellas Park
City of St. Cloud

City of Winter Garden
City of Winter Springs

Colon Cancer Coalition

Come Out With Pride, Inc.

Community Foundation of South Lake County, Inc.*

Community Health Centers, Inc.

Covenant House of Florida, Inc.

Creative City Project*

Crohn's & Colitis Foundation, Inc. - Central & Northeastern Florida Chapter*

Crooms Academy of Information Technology

Crossroads Corral
Curry Ford West Main Street*

Cystic Fibrosis Foundation - Florida Chapter

Dental Care Access Foundation, Inc.

Down Syndrome Association of Central Florida, Inc.*

Down Syndrome Foundation of Florida

Downtown Arts District, Inc.

Downtown Orlando Partnership*

Dr. Carter G. Woodson African American Museum

Early Learning Coalition of Orange County, Inc.*

Early Learning Coalition of Seminole County, Inc.*

East Orlando Chamber of Commerce*

East Ridge High School

Edgewood Children's Ranch*

Education Foundation of Lake County, Inc.

Eightwaves*

Elevate Med
Embrace Families, Inc.*

Equality Florida
FAST - Pinellas County

Fellowship of Christian Athletes*

Find Feed & Restore Florida Chamber Foundation*

Florida Department of Health - Lake County

Florida Department of Health - Orange County

Florida Department of Health - Osceola County

Florida Department of Health - Seminole County

Florida Diversity Council

Florida Independent Living Council*

Florida Running

Florida Southern College

Florida Sports Hall of Fame*

Florida State Minority Supplier Development Council*

Florida Symphony Youth Orchestras*

Foundation Academy

Foundation for a Healthy St. Petersburg

Foundation for Orange County Public Schools

Foundation for Seminole County Public Schools*

Foundation for Seminole State College*

Freedom Ride, Inc.*

Florida State University Foundation

Garden Theatre, Inc.*

Girl Scouts of West Orange County

Girls Incorporated of Pinellas*

Grace Medical Home, Inc.*

Greater Clermont Cancer Foundation*

Greater Haitian Chamber of Commerce

Greater Orlando Sports Commission*

Habitat for Humanity of Greater Orlando, Inc.*

Habitat for Humanity of Seminole County and Greater Apopka, Florida, Inc.*

Harbor House of Central Florida, Inc.*

Health Council of East Central Florida

Health Sciences Collegiate Academy Governance Council*

Healthy St. Pete

Healthy Start Coalition of Orange County, Inc.*

Healthy West Orange

Heart of Florida United Way, Inc.*

Hearts Hands & Hope, Inc.

Hebni Nutrition Consultants, Inc.

Heroes of the St. Pete Police & Fire

Hispanic Chamber of Commerce of Metro Orlando, Inc.*

Hispanic Heritage Scholarship Fund, Inc.*

Historic Roser Park Neighborhood Association

Holocaust Memorial Resource & Education Center, Inc.*

HOPE Helps, Inc.*

Hope International Church

HOPE Partnership

Horizon High School

Horizon West Happenings

IMPOWER, Inc.

Indian American Business Association & Chamber, Inc.

International Drive Resort Area Chamber of Commerce*

iQor Qares

Jimmy Crabtree Cancer Foundation

John Morroni Legacy Foundation

Junior Achievement of Central Florida, Inc.*

Juvenile Diabetes Research Foundation, Inc. - Northern Florida Chapter

Kalynn Dale Curl ORGANization

COMMUNITY PARTNERS

Lake Economic Area Development Partnership*	Minneola Artworx MLK Commission	Orlando Economic Partnership, Inc.	Rollins College*	St. Pete Pride	University High School
Lake Highland Preparatory School	Montverde Academy	Orlando Fringe	Ronald McDonald House Charities of Central Florida, Inc.*	St. Petersburg Area Chamber of Commerce*	University of Central Florida
Lake Mary Heathrow Festival of the Arts Scholarship Fund, Inc.	Muscular Dystrophy Association, Inc.*	Orlando Museum of Art, Inc.*	Rotary Club of Horizon West*	St. Petersburg Area Economic Development Corporation*	University of Central Florida Alumni Association
Lake Mary Heroes Foundation*	Muthamizh Sangam of Central Florida	Orlando Philharmonic Orchestra*	Rotary Club of Lake Mary, Inc.*	St. Petersburg Arts Alliance	University of Central Florida College of Business*
Lake Mary High School	Nathaniel's Hope	Orlando Police Department	Rotary Club of St. Cloud, Inc.	St. Petersburg Downtown Partnership*	Valencia College
Lake Mary History Museum	National Alliance on Mental Illness Greater Orlando, Inc.*	Orlando Repertory Theatre, Inc.*	Rotary Club of Windermere, Inc.	Sumter County Chamber of Commerce	Valencia College Horizon Scholars Program
Lake Technical College*	National Association of Health Service Executives	Orlando Science Center, Inc.*	Rotary Club of Winter Garden, Inc.*	Survive First	Varsity Sports Network
Lakeland Chamber of Commerce	National Association of Women Business Owners	Orlando Shakespeare Theater, Inc.*	Rotary Club of Winter Springs, Inc.	Tampa Bay Business Journal	Victim Service Center
Lake-Sumter State College*	National Association of Veteran Business Owners	Osceola Community Health Services	Runway to Hope, Inc.*	Tampa Bay Innovation Center	Victory Cup Initiative, Inc.
Lake-Sumter State College Foundation, Inc.	National Multiple Sclerosis Society	Osceola Council on Aging, Inc.	Samaritan Village	Tampa Bay Partnership*	Visit Orlando*
Lakewood Center Leadership Florida	Nehrling Gardens	Osceola County Fire Rescue	Sanford Porchfest Corporation	The ALS Association Florida Chapter	Volusia County Schools
Leadership Lake County	Neighborly Care Network, Inc.	Otem Collective, Inc.	Second Harvest Food Bank of Central Florida, Inc.*	The Center*	Walk with a Doc
Leadership Seminole, Inc.*	New Beginnings of Central Florida*	Oviedo-Winter Springs Regional Chamber of Commerce*	Seminole County Chamber of Commerce, Inc.*	The Florida Run	Water Spring Elementary School
Leesburg Chamber of Commerce*	New Hope for Kids, Inc.*	Pace Center for Girls - Orange	Seminole County PARCs Foundation*	The Gina McReynolds Foundation	We Care of Lake County, Inc.*
Legacy Events for Education	NextStep Orlando	Pace Center for Girls - Pinellas	Seminole County Public Schools	The MidWife Bus	Wesley Christian Academy
Leukemia & Lymphoma Society - North Florida Region*	Northeast Polk County Chamber of Commerce	Pancreatic Cancer Action Network, Inc.	Seminole County Sheriff's Office Community Foundation, Inc.	The Neighborhood Center of South Lake	West Orange Chamber of Commerce, Inc.*
Libby's Legacy Breast Cancer Foundation	Oakmonte Village OCA*	Panther Lake Elementary School	Seminole County High School*	The Osceola Chamber*	West Orange High School
Lie Down OR Stand Up	Ocoee Police Department	Parkinson Association of Central Florida	Seminole State College of Florida*	The Pride Chamber	Westminster Towers
Lifestream Behavioral Center, Inc.*	OCPS Academic Center for Excellence	Peace and Justice Institute Valencia College	Seniors First, Inc.*	The School District of Osceola County	Westminster Towers Winter Park
LIFT Orlando, Inc.*	onePULSE Foundation, Inc.*	Pet Alliance of Greater Orlando*	Servant's Heart International Ministry, Inc.	The Sharing Center*	Winter Garden Art Association
Lighthouse Central Florida, Inc.*	ONYX Magazine	Phoenix Society	Sharsheret	The Society for Diversity in Medicine*	Winter Garden Heritage Foundation*
LiveWell Foundation of South Lake*	Orange Blossom Family Health	Physician Education & Leadership Fund*	Shepherd's Hope, Inc.*	Thrive Clermont*	Winter Park Chamber of Commerce, Inc.*
Lyman High School	Orange Center Elementary	Pine Hills Safe Neighborhood Partnership	SoDo District Orlando (formerly Downtown South)*	Timucua Arts Foundation	WMFE
MADD Central Florida	Orange County Bar Association	Pinellas Coalition to End Domestic Violence*	South Lake Chamber of Commerce, Inc.*	Town of Montverde	Women's Business Development Council
Maitland Area Chamber of Commerce	Orange County Public Schools	Pink Heals St. Cloud Florida	South Lake Junior Woman's Club	Town of Oakland	Women's Business Enterprise Council
Make-a-Wish of Central and Northern Florida, Inc.*	Orange County Regional History Center*	Points Of Light	Special Olympics Florida, Inc.*	Toys for Tots - Pinellas County	WOW Legacy Group
Matthew's Hope	Orlando Bal Vihar	Project Scholars*	Spina Bifida Association of Central Florida, Inc.*	True Health	YMCA - Dr. P. Phillips*
Mennello Museum of American Folk Art	Orlando Ballet, Inc.*	Prospera	St. Baldrick's Foundation	Tunnel to Towers Foundation	YMCA - Roper*
Mental Health Association of Central Florida	Orlando Business Journal	Puerto Rican Chamber of Commerce of Central Florida	St. Cloud Greater Osceola Chamber of Commerce	UCF Go Baby Go	YMCA - Wayne Densch
Mental Health For Heroes Foundation	Orlando City Soccer Club	Quest, Inc.*	St. Pete Free Clinic	UF/IFAS Orange County Master Gardener Volunteers	YMCA of Central Florida, Inc.*
MetroWest Master Association	Orlando City Soccer Foundation*	Raise Your Glass Orlando	St. Pete Innovation District*	United Against Poverty, Inc.*	Zebra Coalition, Inc.
	Orlando Communtiy Arts	Rescue Outreach Mission of Central Florida*		United Arts of Central Florida, Inc.*	
				United Cerebral Palsy of Central Florida, Inc.*	
				United Negro College Fund, Inc.	

LOOKING AHEAD

Orlando Health's Community Impact on 2023

At Orlando Health, enhancing the health and well-being of the communities we serve is not only our top priority but our greatest privilege. Community is at the heart of everything we do and the foundation of our long-established tradition of improving access to high-quality, compassionate care throughout the region and beyond. Here's a look at some ways Orlando Health is impacting our communities in 2023.

Regional Outreach

As a not-for-profit healthcare system, our outreach efforts address the social determinants of health affecting our most vulnerable, uninsured and underserved communities. Whether through neighborhood screenings, health fairs and support groups, or advanced medical research and educating future physicians and nurses, we commit each day to improving the lives of those we serve. This has been demonstrated in our expansions into Osceola County and St. Petersburg, where new services, additional practice locations, bilingual physicians and next-level technology are contributing to better health.

Partnership with VISIT ORLANDO

Orlando Health was recently designated the official health and wellness partner of Visit Orlando, the city's Official Tourism Association®. This innovative partnership connects visitors with Orlando Health's medical experts

and local health resources through an on-site clinic at the Orange County Convention Center and a designated concierge telephone number. It also reinforces our commitment to provide high-quality health options and medical services to the millions of travelers who visit our area each year.

Alliance with the World Telehealth Initiative:

Access to quality healthcare is a global crisis, with 8.6 million people in middle- and low-income countries dying annually from treatable conditions. Through the World Telehealth Initiative, Orlando Health's team of renowned medical professionals will have an opportunity to be directly involved in the global community, raising the level of care in emerging countries. The initiative enables team members to upskill local site providers via clinical consults, trainings and mentoring through telehealth platforms.

Collaboration in Puerto Rico

Every year, thousands of Puerto Rico residents leave the island for healthcare, with 10% seeking care in Central Florida. Orlando Health recently joined forces with Doctors' Center Hospital, a premier healthcare system with five hospitals in Puerto Rico. By expanding our community reach to the island, Orlando Health brings new services and advanced technology to help Puerto Rico's residents receive high-quality care and recover closer to home. This new partnership also increases access for Hispanic residents in Osceola County, many of whom have family living in Puerto Rico.



connect to health



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