



IT'S PERSONAL.

**2018-19
COMMUNITY
BENEFIT REPORT**



Leesburg Regional Medical Center (LRMC), part of Central Florida Health — a locally owned and governed not-for-profit health system — is Lake County’s largest and most comprehensive provider of high-quality medical services. Our growing medical staff, team members and volunteers are each committed to providing excellent care at our hospital and our satellite facilities.



Dear Neighbors,

At Leesburg Regional Medical Center, our mission is clear – to improve the health and quality of life of the individuals and communities we serve. To build a healthier community, we keep a steadfast commitment to delivering world-class services that improve health both inside the hospital walls and out in the community.

For more than 55 years, Leesburg Regional Medical Center has been a good neighbor, delivering high quality inpatient and outpatient medical care, and offering preventive screenings and health services while doing all we can to encourage healthy living.

Leesburg Regional Medical Center is an Advanced Primary Stroke Center and American College of Cardiology Accredited Chest Pain Center with Primary PCI and Resuscitation—its highest and best level of accreditation. Plus, the hospital's Heart Institute includes one of the largest open-heart programs in Florida. Leesburg Regional Medical Center also offers an array of specialty services such as orthopedic care, neurosurgery, labor and delivery, pediatrics, urgent care, and an inpatient senior behavioral health center.

Our investment in improving the health of our community includes not only the programs and services described in this report, but also the millions of dollars in free or reduced-cost health care we provide annually to the uninsured or underinsured across our region. We invite you to read about the many ways we are making a positive difference in the lives of those we serve, each and every day.

In Good Health,

A handwritten signature in black ink that reads "Donald D. Henderson". The signature is written in a cursive, flowing style.

Donald G. Henderson, FACHE
President and CEO of Central Florida Health



TO LEESBURG REGIONAL MEDICAL CENTER,
IT'S PERSONAL.

“When the one and only thing that matters to you is health, restoring your health is the one and only thing that matters to each of us.”

— DONALD G. HENDERSON, FACHE
PRESIDENT AND CEO OF CENTRAL FLORIDA HEALTH

2018: BY THE NUMBERS



19,126

ADMISSIONS



41,846

EMERGENCY
DEPARTMENT
VISITS



329

BEDS



6,734

SURGERIES



6,722

HEART
CATHETERIZATIONS



670

OPEN HEART
SURGERIES



1,231

BIRTHS

Investing IN OUR COMMUNITY



\$33,480,809

**TOTAL INVESTMENT BY
LEESBURG REGIONAL MEDICAL CENTER
TO OUR COMMUNITY**

\$18,726,934

**Benefit to the underprivileged
(Charity Care).**

This reflects the shortfall between what Leesburg Regional Medical Center receives in Medicare reimbursements and the actual cost of providing such care. (Charity Care does not include bad debt).

\$535,258*

**Benefit to the community's overall
health and wellness.**

The value of Leesburg Regional Medical Center providing health education and screenings, along with donations to support improving the community's quality of life through local organizations.

\$14,218,617

**Benefit to the community by
investing in capital improvement.**

Costs to ensure Leesburg Regional Medical Center's facilities and technology allow for the best possible community care by its staff.

* SYSTEM WIDE FIGURE
(FISCAL YEAR 2018)





SHIRLEY BOYD

LRMC Foundation, 9 years

Shirley Boyd believes that we can have the best healthcare in the area. She pitches in by asking others to give. With boundless energy, she connects donors with their passion for wellness because there's no investment greater than one made to improve the health of our community.


TO SHIRLEY,
IT'S PERSONAL. 



KIM SHERMAN, RN

Operating Room, 18 years

It takes more than science to deliver healthcare. Sometimes it takes the willingness to share in the emotional journey of others. Kim Sherman is willing to grab her patients' hand and hold on tight. Because, she says, a real advocate not only offers education and advice, they guide them through difficult times.

 TO KIM,
IT'S PERSONAL.

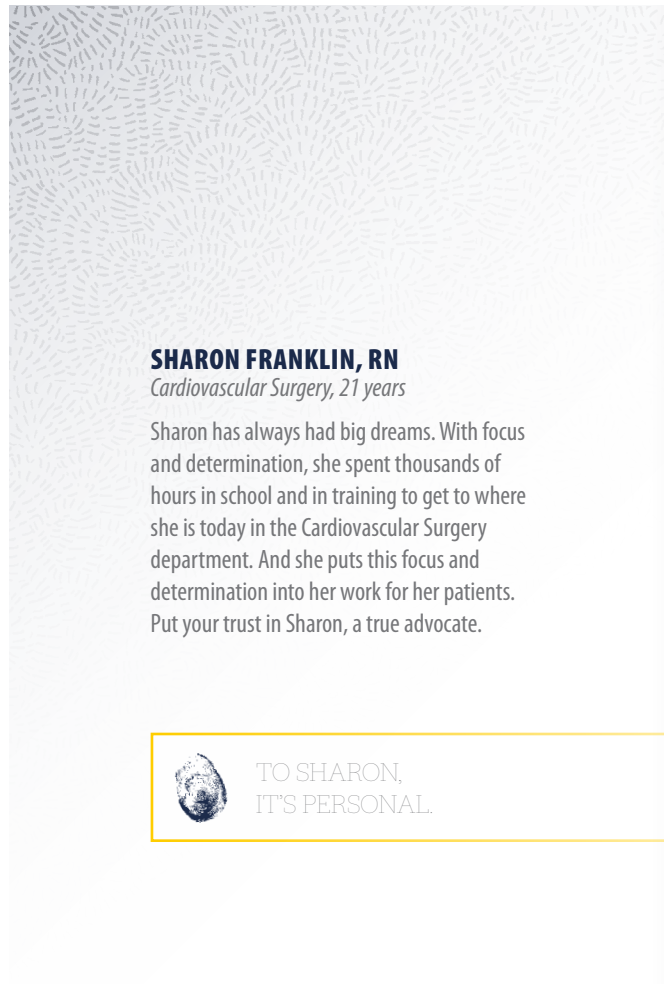


FEDELA SINNARD

Environmental Services, 8 years

Positivity and empathy truly come from Fedela Sinnard's heart. Once a bypass surgery patient at LPMC herself, she gives patients comfort and reassurance. Fedela knows that a calming, clean and caring environment during the most vulnerable times of life has a big impact on a patient's mood. She lives to help.

TO FEDELA,
IT'S PERSONAL.



SHARON FRANKLIN, RN

Cardiovascular Surgery, 21 years

Sharon has always had big dreams. With focus and determination, she spent thousands of hours in school and in training to get to where she is today in the Cardiovascular Surgery department. And she puts this focus and determination into her work for her patients. Put your trust in Sharon, a true advocate.



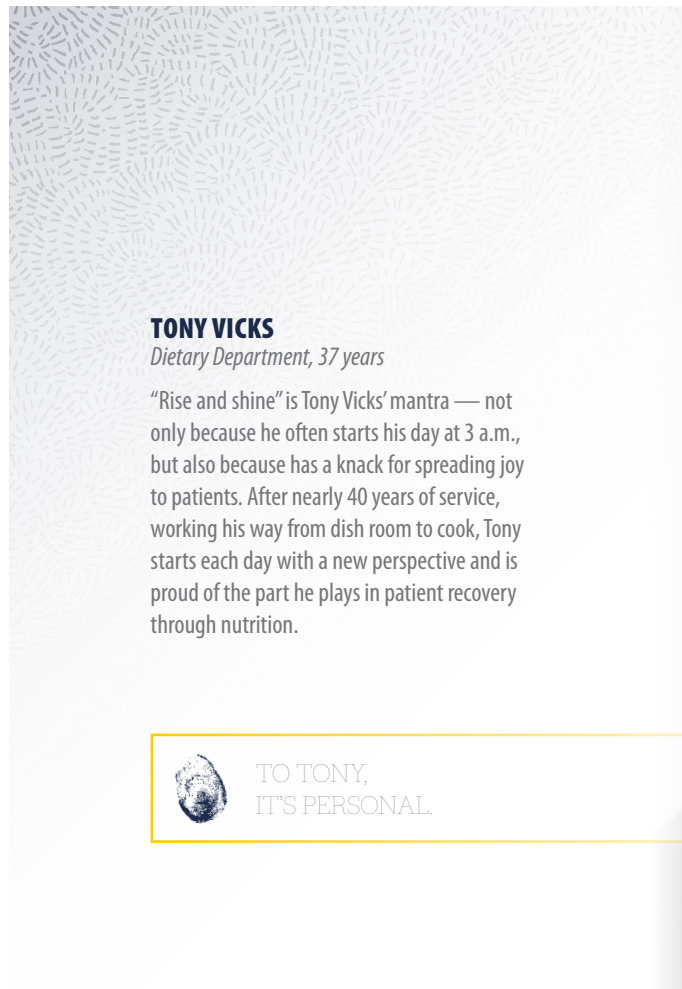
TO SHARON,
IT'S PERSONAL.



DIANE TUBMAN, RN
Life Center for Women, 3 years

After a full career of welcoming new lives into the world in New England, Diane Tubman joined Leesburg Regional Medical Center. While the maternity floor environment sings with the pure joy of expecting families, she takes her patient education beyond the hospital walls to make sure the tiny little bundles are safe at home.

TO DIANE,
IT'S PERSONAL. 



TONY VICKS
Dietary Department, 37 years

"Rise and shine" is Tony Vicks' mantra — not only because he often starts his day at 3 a.m., but also because he has a knack for spreading joy to patients. After nearly 40 years of service, working his way from dish room to cook, Tony starts each day with a new perspective and is proud of the part he plays in patient recovery through nutrition.

 TO TONY,
IT'S PERSONAL.



NICHOLE HAMPTON, RN

Information Technology, 11 years

Nothing gets lost in translation when Nichole Hampton is on the job. Working between the Information Technology department and nursing staff, Nichole introduces new tools and training to medical staff. The bottom line: She uses her unique experience as an RN and her affinity for technology to optimize care for patients.

TO NICHOLE,
IT'S PERSONAL.



MELVIN GELVEZON

Supply Chain, 14 years

While on his mail routes at The Villages® Regional Hospital and Leesburg Regional Medical Center, Melvin thinks about two things: efficiency and communication. He strives to be better knowing that all the while, there are patients everywhere around him striving to do the same. Stopping to help patients and guests along the way, he takes pride in knowing he makes a difference.



TO MELVIN,
IT'S PERSONAL.



ALEEMA ZAMDIN

Patient Registration, 1 year

Aleema Zamdin always wanted to be in health care, just like her parents who also work at LPMC. But for Aleema, it's not just a family thing, it's a trust thing. Financial support can be a scary topic for patients and their families, and Aleema steps in with a big smile, ready to help them focus on what's important: getting better.

TO ALEEMA,
IT'S PERSONAL.



ANGELA LACKEY

Administration, 30 years

Angela Lackey is big on process. She sees the hospital as the anatomy of a body: each part has a purpose and a unique function. In her role as Corporate Executive Assistant for the organization's President and CEO, she calls on these various parts from across the organization to solve patient issues.



TO ANGELA,
IT'S PERSONAL.

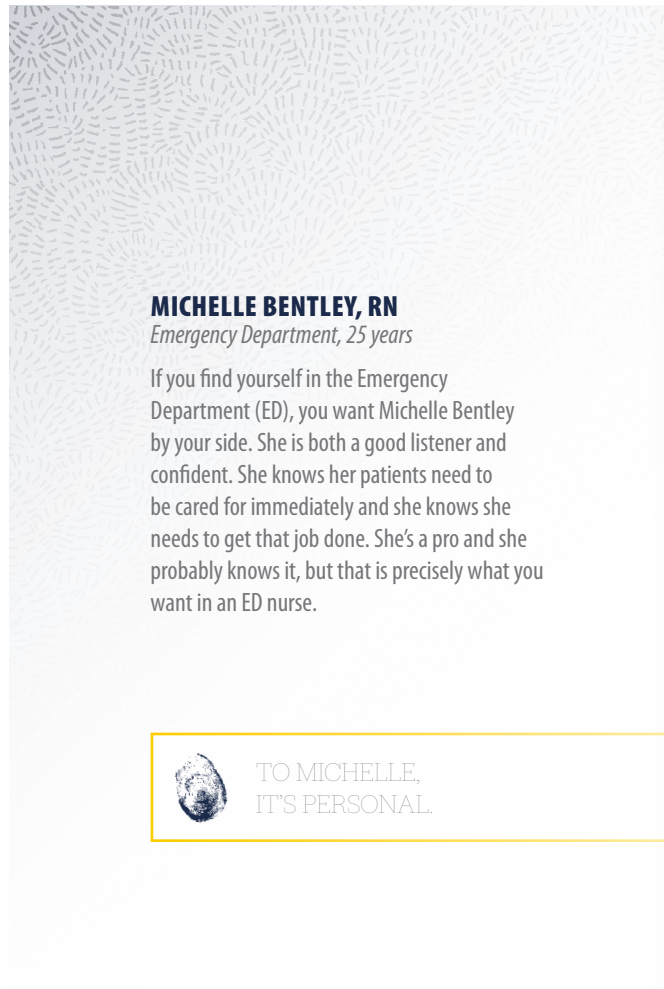


NORMA GONZALEZ-KNIGHT

Auxiliary, 4 years

Norma Gonzalez-Knight is fully charged with purpose. She and her fellow Auxiliary volunteers are embedded members of the patient care team and acutely aware of the impact they have on the patient experience. In true volunteer spirit, Norma wants to do more, make a bigger impact and attract more volunteers to help.

TO NORMA,
IT'S PERSONAL.



MICHELLE BENTLEY, RN

Emergency Department, 25 years

If you find yourself in the Emergency Department (ED), you want Michelle Bentley by your side. She is both a good listener and confident. She knows her patients need to be cared for immediately and she knows she needs to get that job done. She's a pro and she probably knows it, but that is precisely what you want in an ED nurse.



TO MICHELLE,
IT'S PERSONAL.



HEART FAILURE



Supporting the Hospital

As the philanthropic arm of Leesburg Regional Medical Center, the LRMCF Foundation enables our hospital to achieve its mission of providing opportunities for everyone in our community to be involved in developing the resources of Leesburg Regional Medical Center to support those who save lives, care for new life, restore health and ensure a healthier future through research.

For nearly 40 years, our Foundation has helped LRMCF meet the significant expense necessary to purchase equipment and technology, complete building projects, provide additional programs and services, and reach out into our community in a variety of ways. In addition, monies raised help fund scholarships for men and women pursuing careers in healthcare and those looking to further their education in health-related fields.

We believe philanthropic support of excellence in healthcare enhances the lives of our patients, their families and loved ones, and the community. The LRMCF Foundation is a private, not-for-profit organization and is a qualified charitable organization under section 501(C) (3) of the Internal Revenue Code. Charitable contributions to the Foundation are therefore deductible to the extent allowable by law.

Donors are people just like you. They come from all walks of life and give for many different reasons. Each gift is important, and each gift is appreciated, no matter how large or small.

Contact Us

Leesburg Regional Medical Center Foundation

701 N. Palmetto St., Suite G Leesburg, FL 34748

352.323.5500 | Monday through Friday, 8 a.m. to 5 p.m.

accolades

*American College of Cardiology Accredited
Chest Pain Center with PCI and Resuscitation*

*Ranked a Top Place to Work in Healthcare
by Becker's Hospital Review*

*American Heart Association Gold Level
Recognition in Workplace Health Achievement*

*Advanced Certification by The Joint
Commission as a Primary Stroke Center*

*Gold Standard Accreditation by the CEO
Roundtable on Cancer*

*Earned The Joint Commission's Gold Seal of
Approval® for both Hip Replacement and Knee
Replacement Core Certification*