

Shands HealthCare and the University of Florida Health Science Center
2010 Community Benefit Report



**Supporting Our
Communities
Together**



Together

We discover. We teach. **Together** we care for our patients and our communities.

FORWARD TOGETHER

Shands HealthCare and the University of Florida Health Science Center make up the UF Academic Health Center, working in close collaboration to improve the health of our patients and the communities we serve. Together, we are committed to providing excellent, high-quality patient care. We aim to be a world leader in interdisciplinary research. We seek to educate the next generation of health professionals to enable them to lead us to a better and healthier future. We train investigators to develop the kind of knowledge that will improve health in our communities, region and nation for decades to come. And we do all of this while recognizing the diverse environment that impacts healthcare delivery, research and education.

This report reflects Shands HealthCare and the UF Health Science Center's combined beneficial impact on our communities from July 1, 2009 through June 30, 2010 (Fiscal Year 2010).

ABOUT SHANDS HEALTHCARE

The UF Academic Health Center is truly a global health-care resource, each year serving patients from all 67 Florida counties, throughout the nation and more than a dozen countries. The Shands HealthCare family of hospitals comprises two major teaching hospitals, Shands at UF in Gainesville and Shands Jacksonville; two specialty hospitals, Shands Rehab Hospital and Shands Vista behavioral health; a network of outpatient rehabilitation centers; and two home-health agencies. Shands at UF includes Shands Children's Hospital and Shands Cancer Hospital. We offer two state-designated Level I Trauma Centers and emergency air and ground transport programs that serve adult, pediatric and neonatal patients. We are also affiliated with more than 80 University of Florida physician practices located throughout north central and northeast Florida. Shands also owns a

minority interest in three rural community hospitals in Lake City, Live Oak and Starke through a joint venture.

Approximately 1,100 UF faculty physicians on our Shands medical staff provide care in about 100 specialty and subspecialty medical areas, from primary care to highly complex, subspecialty care, including cancer, cardiovascular, neurology, neurosurgery, pediatrics and transplantation services.

For more than 50 years, Shands has been a regional healthcare resource with an outstanding reputation and commitment to our communities.

ABOUT THE UNIVERSITY OF FLORIDA HEALTH SCIENCE CENTER

As members of the most comprehensive Academic Health Center in the Southeast, the UF Health Science Center faculty are dedicated to high-quality programs of education, research, patient care and public service. The Health Science Center in Gainesville encompasses the colleges of Dentistry, Public Health and Health Professions, Medicine, Nursing, Pharmacy and Veterinary Medicine, as well as the UF Veterinary Hospitals. It also includes an academic campus in Jacksonville offering graduate education programs in medicine, nursing and pharmacy. The Health Science Center has a statewide presence through satellite medical, dental and nursing clinics staffed by UF health professionals and affiliations with community-based healthcare facilities stretching from Naples and Miami to the Florida Panhandle. The colleges teach the full continuum of higher education, from undergraduates to professional students to advanced postdoctoral students.



DEAR COLLEAGUES AND FRIENDS,

If you had to define in a few simple words what we do as an Academic Health Center, you could say this: We help people. Helping others — whether they're patients, students or members of our communities — is and always will be our No. 1 mission and priority.

This Community Benefit Report summarizes how our UF Academic Health Center is improving health and quality of life for people and communities throughout the region. It reflects our activities during Fiscal Year 2010, ending June 30, 2010.

We serve as a regional healthcare resource and one of Florida's most socially responsible corporate citizens. With two "safety-net" hospitals charged with helping to care for patients with little or no health insurance, Shands HealthCare spent approximately \$80.1 million last fiscal year providing unreimbursed charity care services (at cost). Shands HealthCare also provided \$72.3 million in unsponsored community benefits (at cost) through our diverse health education and outreach programs and through collaborations with local agencies and organizations across the region. In addition, the UF Health Science Center faculty physicians in the College of Medicine and nurse practitioners in the College of Nursing provided \$26.4 million in uncompensated care last year.

Shands HealthCare exerts a powerful economic impact in our communities. Given our not-for-profit status, Shands HealthCare reinvests all earnings back into our hospital-based services, programs, facilities and equipment to ensure we can continue to support those who need us now and in the future. Last year, Shands HealthCare's patient-care programs had an estimated economic impact of \$1.9 billion and we spent \$727 million in salaries and benefits for our workforce of more than 12,000 employees.

The work and volunteer efforts of Shands HealthCare employees and the Health Science Center faculty, staff and students is a benefit that can't always be measured financially. Our teams organize health fairs that promote wellness. They take care of patients in free clinics in our communities and abroad. They spend countless hours with patients in our outpatient practices and hospitals. And, perhaps most importantly, they teach and they learn. Every student we educate means there is one more dedicated health professional to provide care for the next generation of patients.

The faculty physicians, staff, students and volunteers of Shands HealthCare and the UF Health Science Center are proud to make a difference in our patients' lives, improve community health and well-being, and contribute to the economic strength of the region.

Sincerely,

A handwritten signature in dark ink, appearing to read "David S. Guzik".

DAVID S. GUZICK, M.D., PH.D.

UF Senior Vice President for Health Affairs
President, UF&Shands Health System

A handwritten signature in dark ink, appearing to read "Tim Goldfarb".

TIM GOLDFARB

Chief Executive Officer
Shands HealthCare

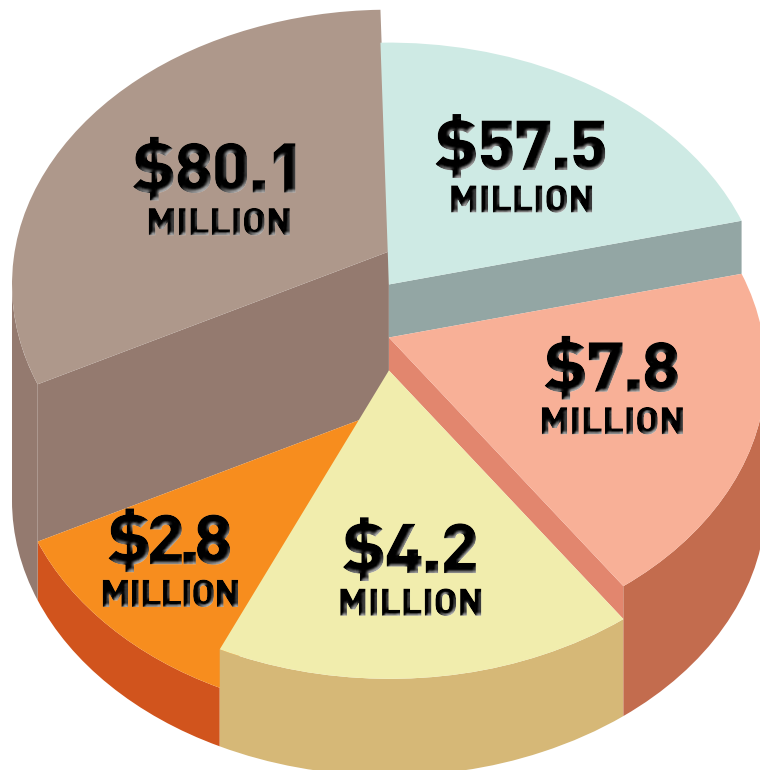
VISION

We have a nationally unique collaboration between the Shands HealthCare hospital system and our UF colleges, centers and institutes that comprise our Health Science Center campuses. As we move forward together, we strive to create unstoppable momentum toward the goal of improving individual and community health through discovery, clinical and translational science and technology, exceptional education, and patient-centered, innovative, high-quality healthcare.

COMMUNITY BENEFITS

PROVIDED BY SHANDS HEALTHCARE IN FISCAL YEAR 2010

- Charity care and social responsibility
* net unreimbursed financial assistance (at cost)
- Health professionals education
- Scientific and clinical research in the health sciences
- Donations and in-kind services to support community-based efforts
- Community and regional health services



\$152.4 MILLION

TOTAL COMMUNITY BENEFIT (PROVIDED AT COST)



Shands at UF and Shands Jacksonville are designated as Comprehensive Stroke Centers by the Agency for Health Care Administration and certified as Primary Stroke Centers with the Gold Seal of Approval™ by The Joint Commission.



Shands Cancer Hospital at UF was the first hospital in the Southeast to receive Leadership in Energy and Environmental Design Gold Certification from the U.S. Green Building Council. The **University of Florida's new Biomedical Sciences Building** also received Gold LEED certification in 2010, following in the footsteps of four other UF buildings and outpatient practices. LEED is an internationally recognized, third-party certification program for buildings that achieve the highest green building and performance measures. Only four hospitals in the country currently are Gold LEED certified and fewer than 100 nationwide have LEED certification.



Shands at UF, Shands HomeCare, Shands Florida Surgical Center, Shands Vista, Shands Rehab Hospital and Shands at UF Dialysis Center all share "Magnet" status from the American Nurses Credentialing Center. "Magnet" status is the most prestigious national honor for nursing excellence.

RECOGNITION OF HEALTHCARE EXCELLENCE

Shands at the University of Florida earned top-50 rankings in eight specialties in the 2010-2011 edition of America's Best Hospitals, published by U.S. News & World Report. Shands at UF ranked as the top Florida hospital in heart and heart surgery, kidney disorders, pulmonology and urology. Shands at UF was the only Florida hospital ranked in pulmonology, and, for a third consecutive

year, the state's highest-ranked hospital in urology. UF's health-education programs have also received top national rankings, according to U.S. News. These programs include audiology, medicine, clinical psychology, pharmacy, nursing, occupational therapy, physical therapy, physician assistant studies, rehabilitation counseling and veterinary medicine.

The pediatric endocrinology program at **Shands Children's Hospital at UF** was ranked among the nation's top programs in the 2010 listing of Best Children's Hospitals, also published by U.S. News & World Report. This pediatric endocrinology recognition was the top ranking among all Florida hospitals included in the report.



SHANDS HEALTHCARE PROVIDED **\$80.1 MILLION** IN UNREIMBURSED CHARITY CARE (AT COST) IN FISCAL YEAR 2010.

CHARITY CARE AND SOCIAL RESPONSIBILITY

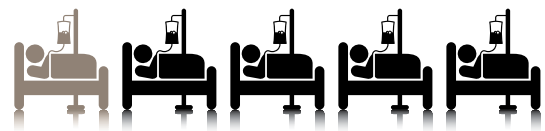
ANSWERING THE CALL TO CARE

Our commitment as a responsible, accountable steward of our resources is the cornerstone of Shands HealthCare's not-for-profit mission.

SHANDS AT THE UNIVERSITY OF FLORIDA AND SHANDS JACKSONVILLE are two of the state's nine statutory teaching hospitals. They are "safety-net" hospitals and are therefore relied upon to help serve residents in our primary service area who have little or no health insurance. Shands HealthCare is one of Florida's largest Medicaid and charity care providers.

Not-for-profit healthcare systems play a unique and critical role in serving area residents. We receive tax exemptions from federal, state and local governments and are trusted to provide benefits back to our communities. These community benefits include the provision of uncompensated care for which no payment is received from patients or insurers.

Shands HealthCare provided \$80.1 million in unreimbursed charity care (at cost) in Fiscal Year 2010. We served uninsured patients from every one of the 67 counties in Florida.

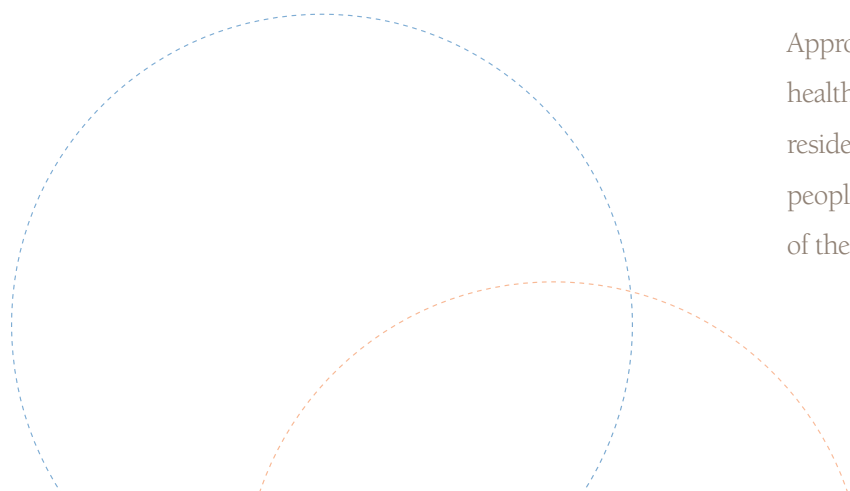


one in five
Floridians are uninsured

According to the U.S. Census Bureau, Florida is among the four U.S. states with the highest percentage of uninsured residents. Twenty percent of Floridians (one in five) are uninsured.

Safety-net hospitals and health systems provide healthcare access and a significant level of services to patients who would otherwise have limited or no access to care due to their insurance status, financial circumstances or their medical condition.

Approximately 3.8 million Florida residents are without health insurance. More than 634,000 of these uninsured residents live in north central and northeast Florida. Many people who have some healthcare coverage find it falls short of their families' needs.





IN FISCAL YEAR 2010, SHANDS HEALTHCARE CONTRIBUTED **\$2.8 MILLION** TO COMMUNITY AND REGIONAL HEALTH SERVICES.

COMMUNITY & REGIONAL HEALTH SERVICES

HEALING BEYOND HOSPITAL WALLS

Our teams at Shands HealthCare and the UF Health Science Center proactively reach out to area residents beyond the walls of our hospitals, outpatient practices and classrooms to share valuable information about healthy living, illness prevention, medical treatments and disease management.

WE COORDINATE DIVERSE health-education programs and partner in civic, social and cultural community events and outreach efforts to promote wellness.

Last year, Shands HealthCare employees and volunteers and UF College of Medicine faculty, residents, students and staff participated in 82 health fairs that reached more than 8,600 people. We also offered close to 300 seminars, bringing Shands HealthCare and UF health experts into local communities to talk about disease prevention, diagnosis and treatment. Through such programs, we reached more than 14,000 people.

In Fiscal Year 2010, Shands HealthCare contributed \$2.8 million to community and regional health services.

Shands HealthCare employees and volunteers and UF Health Science Center faculty, residents, students and staff are dedicated to providing quality medical care and health education to meet the needs of our communities. Here are some examples of our outreach programs and services:

UF SHANDS EASTSIDE COMMUNITY PRACTICE

UF faculty physicians and Shands nurses at the UF Shands Eastside Community Practice in Gainesville serve children and adults with physical check-ups, immunizations, health screenings, healthcare advice and education, social services and links to other valuable community resources. In Fiscal Year 2010, meeting space at the UF Shands Eastside Community Practice was used by community groups such as Weight Watchers.

In addition, the staff co-sponsored a prostate cancer screening program with the UF department of urology and participated in Minority Cancer Awareness Week.

SUPPORT FOR MEN WITH PROSTATE CANCER

Prostate cancer is the most common form of cancer in men in the U.S. and in Florida. Furthermore, the rate of the disease in Florida among African-American males is significantly greater than among non-African-American males. The UF Prostate Disease Center's Community Outreach and Education Program team in Gainesville seeks to eliminate this disparity and educate targeted communities through workshops, seminars, special programs for minority and underserved populations, and prostate cancer screenings. The program forms partnerships with local organizations and businesses, such as barbershops, to better inform, educate and empower communities across the state. The staff also holds annual Man-to-Man health expos in Gainesville and Daytona Beach to offer free prostate screenings and educational seminars.

UF SHANDS EASTSIDE COMMUNITY PRACTICE – COMMUNITY RELATIONS AND EDUCATION PROGRAMS

These Shands-sponsored programs offer hundreds of free health-education classes and special events to community members throughout Alachua County. Health-education topics range from how to treat lower-back pain to ways to cope with Alzheimer's disease. Last year, we offered 249 free health-education programs that reached more than 2,900 people. It is through collaboration with community leaders that these programs are able to provide preventive healthcare education to our community.

ORAL CARE PROGRAMS

Proper dental care is essential to overall health, yet millions of Americans lack dental insurance and few providers of dental care accept Medicaid or Medicare. Through its clinics in Gainesville and across Florida, the UF College of Dentistry is the largest provider of dental care to the state's neediest patients. UF established the Statewide Network for Community Oral Health in 1997 to provide dental care to patients in low-income, low-access areas of the state. In Fiscal Year 2010, College of Dentistry clinics treated more than 10,000 children on Medicaid. UF dental students also provided about \$100,000 in free dental care through the Alachua County We Care program, which provides much-needed medical and dental services to uninsured residents.

SHANDS WOMEN'S ADVANTAGE PROGRAM

The Shands Women's Advantage Program offers free membership to women throughout north central Florida with events and networking opportunities held in Gainesville, Lake City, Live Oak and Starke. The program is designed to enhance women's health and lifestyles at every age. We offer information and seminars on all aspects of women's health, including exercise, nutrition, disease management, and family and work topics. Examples of seminar topics during Fiscal Year 2010 included education on breast, lung, prostate and ovarian cancers, women's heart health, headaches, eye lasik surgery, sleep disorders, pelvic floor disorders, spine disorders and osteoporosis.



MOBILIZING CARE FOR AT-RISK RESIDENTS

Under the supervision of College of Medicine faculty physicians, UF medical students provide free care to uninsured and underinsured patients through the UF Equal Access Clinic. The student and faculty volunteers see patients three nights a week, both in the clinic and at a mobile clinic. Physical therapy students from the College of Public Health and Health Professions have joined forces with the Equal Access Clinic to establish the Physical Therapy Equal Access Clinic, which provides free physical therapy services to patients in need.

CARING FOR HOMELESS PEOPLE AND THEIR PETS

At the St. Francis House Homeless Shelter and Soup Kitchen in Gainesville, UF students provide care to individuals and pets in need. UF College of Nursing students provide health education and screenings to the homeless at the shelter each week as part of the college's community health nursing program. Last year, UF student nurses contributed 15,000 hours of service to the community as part of that program. UF College of Veterinary Medicine students and faculty also treat sick animals at the shelter as part of the St. Francis Pet Care Program, established to help prevent homeless pet owners from having to give up their animals.



SERVING THE REGION'S TRAUMA AND EMERGENCY - RESPONSE NEEDS

Shands HealthCare has two of Florida's seven state-designated Level I Trauma Centers. They are located at Shands at UF in Gainesville and Shands Jacksonville and serve north central and north Florida as well as south Georgia. Adult, pediatric and neonatal trauma patients reach us through personal transportation or by ShandsCair (in Gainesville) and TraumaOne (in Jacksonville and Lake City) helicopters and ambulances. Our Level I Trauma Centers are required to have a full range of specialists available 24 hours a day to treat severely injured patients. Last year, the trauma teams hosted more than 100 educational outreach programs to raise awareness about trauma prevention.

COMMUNITY-RESPONSIVE MEDICINE IN JACKSONVILLE

Shands Jacksonville operates more than 20 health-education and outreach initiatives aimed at improving the quality of life in our region. UF physicians and Shands registered nurses, physician assistants, pharmacists and volunteers provide routine health screenings, education, disease counseling and case management, make referrals and link clients to other community service partners, regardless of insurance or ability to pay. Shands Jacksonville is committed to decreasing disparities in healthcare delivery across ethnic and economic lines. Programs reflect the city's major causes of morbidity and mortality in both purpose and location. The staff is dedicated to improving the health of residents living in the community surrounding the hospital, the most populated area of Jacksonville's urban core.

PREPARING CHILDREN FOR SCHOOL

Since 2001, Shands Jacksonville employees and UF physicians have coordinated a Back to School Rally and Health Fair to help children get ready to return to school by offering free immunizations and school physicals. Students are given backpacks filled with school supplies donated by employees, volunteers and local companies. The annual event has attracted as many as 2,500 participants.

HITTING THE ROAD FOR HEALTHCARE

Shands Jacksonville's Care Van is a mini-health unit on wheels that travels throughout Jacksonville providing health and wellness information. Screenings are available and interactive displays focus on different health issues. Topics include heart disease, cancer, diabetes, asthma, cholesterol, healthy eating, transportation safety and more. The Care Van participates in nearly 100 events each year.

FAITH-BASED HEALING

In Jacksonville, Heal Thy People was designed to engage faith-based leaders and their congregations to help reach communities with the highest rates of hypertension, diabetes, high cholesterol, cardiovascular disease, cancer, HIV and other health conditions through education and free health screenings. This program brings Shands staff and UF faculty physicians into the communities to improve health-

awareness efforts in churches from diverse neighborhoods. Our goal is simple: to make healthcare more accessible to people who use the Emergency Department for primary care. Heal Thy People has developed relationships with more than 54 churches since 2006 and screened 10,062 members.



CAMPAIGN TO END DISTRACTED DRIVING

In 2010, Shands Jacksonville's TraumaOne program partnered with First Coast News for the Great First Coast Hang Up, a community-wide campaign to end distracted driving. The Great First Coast Hang Up encourages adults and teen drivers to change their driving habits by signing a pledge. To kick off the campaign, the TraumaOne helicopter landed in downtown Jacksonville, and area high school students participated in a mock car accident caused by texting and talking on the phone.

WORLDWIDE OUTREACH

UF faculty physicians and Shands nursing and clinical staff traveled thousands of miles during the last fiscal year to end the suffering of strangers. Their healing hands brought hope to the most impoverished areas around the world, such as Haiti and Jamaica. Many desolate areas in these countries do not have the infrastructure or specialists to heal the wounded and sick. Our UF and Shands teams performed more than seven pediatric open-heart surgeries in Jamaica and treated hundreds of critically injured patients in earthquake-stricken Haiti.





SHANDS HEALTHCARE CONTRIBUTED **\$4.2 MILLION** TO **126** COMMUNITY AGENCIES AND ORGANIZATIONS.

DONATIONS AND IN-KIND SERVICES

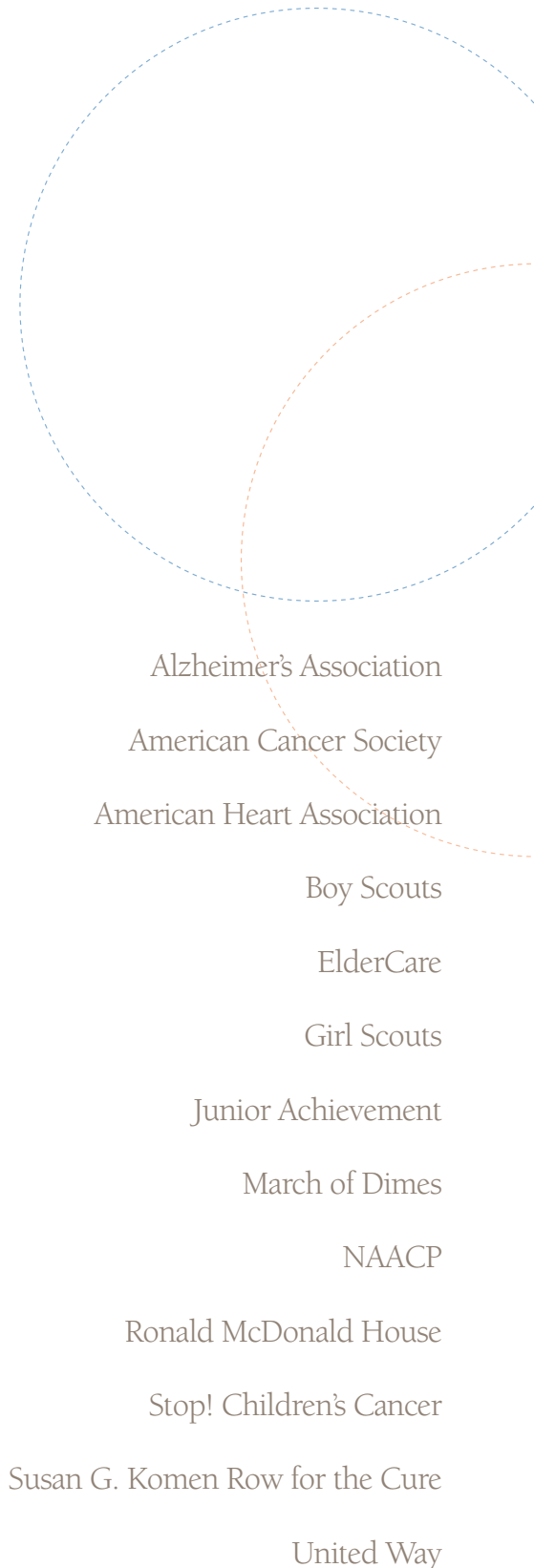
HELPING THOSE WHO HELP OTHERS

Our employees contribute time and donations to numerous community agencies that help people improve their health, wellness and quality of life.

SHANDS HEALTHCARE AND THE UF HEALTH SCIENCE CENTER

contributed a combined \$4.5 million to community agencies and organizations benefiting north central and northeast Florida residents. We supported a variety of programs reaching diverse audiences. These included community event sponsorships to support the Alzheimer's Association, American Cancer Society, American Heart Association, Boy Scouts, ElderCare, Girl Scouts, Junior Achievement, March of Dimes, NAACP, Ronald McDonald House, Stop! Children's Cancer, Susan G. Komen Row for the Cure, United Way and other national and local sponsorships.

UF and Shands employees pledged \$1.6 million through the United Way agencies of north central Florida, Suwannee Valley and Jacksonville. At a time of economic challenges, our employees again opened their hearts to those who needed our help more than ever.





IN FISCAL YEAR 2010, SHANDS HEALTHCARE SPENT **\$57.5 MILLION** EDUCATING THE STATE'S DOCTORS, NURSES AND HEALTH PROFESSIONALS.

HEALTH PROFESSIONALS EDUCATION

TEACHING THOSE WHO HEAL

Medical miracle workers exist in every graduating class at the UF Health Science Center because of the teaching and learning that occurs every day in the colleges of Dentistry, Medicine, Nursing, Pharmacy, Public Health and Health Professions, and Veterinary Medicine.

IN EVERY CLASS of UF Health Science Center graduates, there might be a future heart surgeon who will repair a baby's congenital heart defect and a nurse who will watch over an elderly man while he heals in an intensive care unit. There may be a pharmacist who will dispense life-saving medication, a physical therapist who will help a young girl learn to walk again, or a veterinarian who will save a dog that was hit by a car or rehabilitate an endangered wild animal. There may even be a scientist whose work in the lab will lead to a promising new treatment for cancer.

These possibilities exist in every graduating class because of the teaching and learning that occurs every day in the UF Health Science Center's colleges of Dentistry, Medicine, Nursing, Pharmacy, Public Health and Health Professions, and Veterinary Medicine.

The Health Science Center has nearly 6,900 students, from undergraduates to postdoctoral associates, training in an array of health-related disciplines. Aside from students, there are also 986 residents and fellows training in the Health Science Center. Resident physicians are a critical component of the Shands HealthCare medical staff that practice in our hospitals and outpatient practices. They complete much of their training in our health system, as do medical students, nursing students and other health professions students.

In addition, Shands HealthCare provides the clinical settings in which we train more than 6,000 students from other nursing and health programs across the region.

STUDENTS WORKING TOGETHER

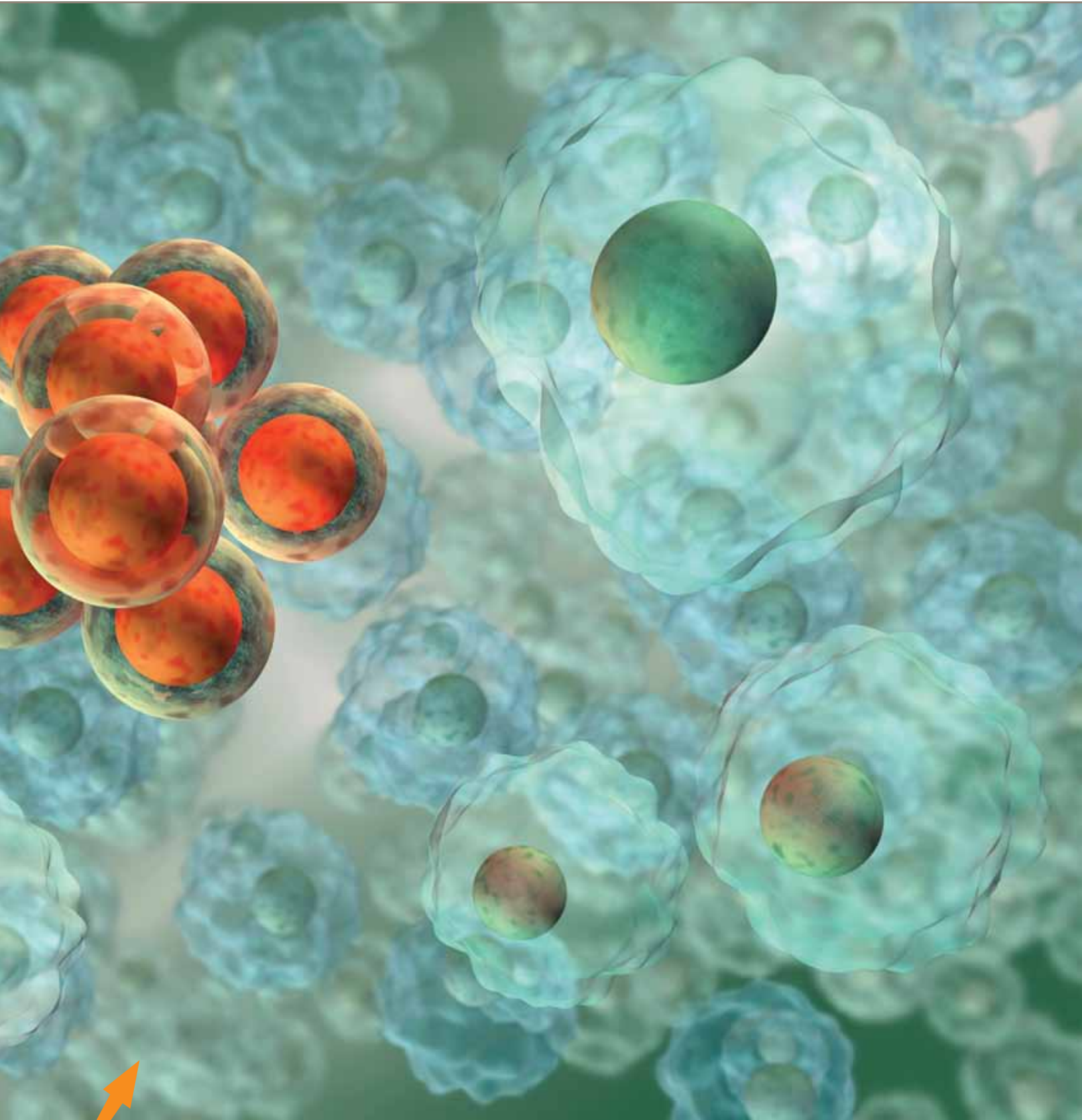
Established in 2001, UF's Interdisciplinary Family Health course was designed to teach beginning healthcare students core tenets of the profession. This course focuses on teamwork and communication with patients as well as understanding the impact of environment, culture and family background on a patient's health. Small groups of students meet twice during the fall semester with underinsured families to examine and evaluate their health patterns and family health history. The groups develop personalized wellness care plans and visit the families twice during the spring semester. Students establish close ties with families, maintaining contact and even preparing holiday dinners for them.

PHYSICIAN TRAINING AND SUPPORT

The medical teams who provided care in Shands HealthCare facilities in Fiscal Year 2010 included 986 UF College of Medicine physician residents and fellows.

- 661 UF College of Medicine physician residents and fellows trained in 61 accredited graduate medical education programs in Gainesville
- 325 UF College of Medicine physician residents and fellows trained in 34 accredited medical education programs in Jacksonville

These efforts support a crucial source of future physicians because the majority of residents tend to practice in the state in which they complete residency training.



IN FISCAL YEAR 2010, SHANDS HEALTHCARE CONTRIBUTED MORE THAN **\$7.8 MILLION** TO SUPPORT OF COLLEGE OF MEDICINE RESEARCH PROJECTS.

SCIENTIFIC AND CLINICAL RESEARCH IN HEALTH SCIENCES

NEW DISCOVERIES, NEW HOPE

As a private not-for-profit organization adhering to state statutes, Shands HealthCare is responsible for providing support to the UF Health Science Center and other universities and community colleges for educational and research activities that benefit residents throughout the state.

IN 2009, UF became the first institution in the state to receive the Clinical and Translational Science Award, a \$26 million award aimed specifically at advancing research that can help today's patients.

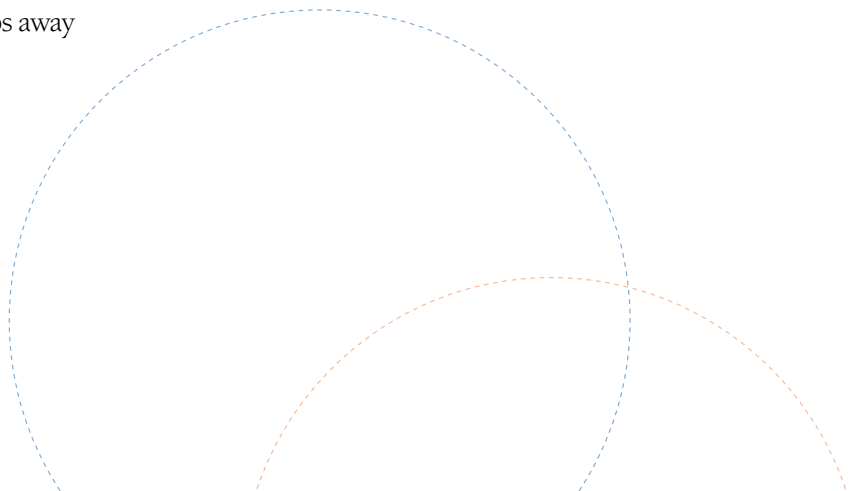
Turning lab discoveries into healthcare miracles is a driving force for much of the research that goes on at the UF Health Science Center. The Health Science Center is home to five research institutions, where scientists from multiple disciplines collaborate to solve some of healthcare's most complex problems. These institutions include the UF Shands Cancer Center, the McKnight Brain Institute, the UF Genetics Institute, the UF Aging Institute and the Emerging Pathogens Institute.

To foster innovative discoveries, the university has incorporated the goal of collaboration into the bricks and mortar, too. In early 2010, UF opened the Biomedical Sciences Building and the Emerging Pathogens Institute at the Health Science Center, each built with an open-lab concept putting researchers from different fields steps away from each other.

On the other end of the research spectrum, UF's physician scientists collaborate with each other and with experts around the country to test potential breakthroughs in medicine through clinical trials.

In Fiscal Year 2010, UF scientists received more than \$171 million from the National Institutes of Health and other funding agencies to support these advances in healthcare.

Of this total, Shands HealthCare contributed more than \$7.8 million to the UF College of Medicine to support innovations in fields such as cancer care, pediatrics and neuroscience. Shands HealthCare also supports research at other institutions across the state. Shands HealthCare provides funding to support the evaluation of innovative treatments, healthcare delivery research and articles that appear in peer-reviewed medical literature.



ShandsHealthCare

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