

Aventura Hospital and Medical Center

2003 COMMUNITY BENEFIT REPORT



www.aventurahospital.com

Aventura Hospital and Medical Center

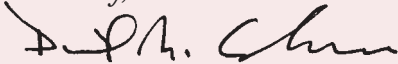
Dear Neighbors:

I am pleased to send you our 2003 Community Benefit Report, detailing many of the activities Aventura Hospital and Medical Center has been involved in over the past year. We take our accountability to the communities that we serve very seriously.

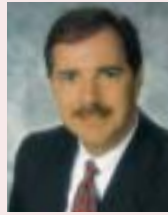
Since its establishment in 1965 through its continued successful operation today, our facility provides healthcare services to thousands of area residents each year. Additionally, Aventura Hospital and Medical Center provides its fair share of uncompensated or charity services to those in need and pays a substantial amount of taxes and other public obligations that help support various community services including schools, parks and law enforcement.

We are dedicated to continuously improving the quality of care and services we provide to our community and we realize our continued success is largely dependent upon our ability to meet the growing needs of our community. As you may be aware, we are in the midst of a \$130 million facility expansion project, one of the largest healthcare construction projects in the State of Florida. In order to meet the needs of our ever growing community, we have spent the past three years developing a Master Plan for our facility that provides for the expansion, renovation and eventual replacement of most of the hospital. Our new services and expanded space will allow us to better serve our community. Once complete, the new state-of-the-art facility will compliment the comprehensive and award-winning services already offered at Aventura Hospital and Medical Center. Please take a moment to review the information provided in this report.

Sincerely,



*Davide M. Carbone
Chief Executive Officer
Aventura Hospital and Medical Center*



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Aventura Hospital and Medical Center senior management team, (from left) Michael Houston, Chief Financial Officer; Davide M. Carbone, Chief Executive Officer; Cindy Boily, Chief Nursing Officer and Rick Kennedy, Chief Operating Officer.

Past and present Board of Trustee Members at the hospital's construction "topping off" ceremony are (left to right): Elaine Adler, Tom Driscoll, the late Mayor of Sunny Isles Beach Dave Samson, Norman Leopold, Chairman, Davide Carbone, Chief Executive Officer, Bob Hollander, Immediate Past Chairman, and Enrique Gorin, MD. The March 27, 2003, ceremony was to mark the completion of the shell of the new building structure and attainment of the highest point in the construction.



About Aventura Hospital and Medical Center

Aventura Hospital and Medical Center is a 407-bed acute care medical/surgical facility, providing award-winning, quality care to the communities of northeast Miami-Dade and southeast Broward counties since 1965.

Staffed by more than 725 physicians representing 50 specialties, 1,200 employees and more than 250 volunteers, the hospital meets the healthcare needs of neighboring communities through service excellence and continuous program enhancement. The facility is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), meeting or exceeding the agency's nationally recognized healthcare standards. In addition, the hospital has been recognized for five years as one of the nation's *100 Top Hospital's: Benchmarks for Success* in the annual study of 6,000 hospitals conducted by Solucient and was a recipient of both the 2001 *100 Top ICU* award and the Mercury Award for Patient Quality Outcomes.

Aventura Hospital and Medical Center provides inpatient and outpatient diagnostic, medical, surgical

and comprehensive cancer services including emergency care, rehabilitative services, behavioral health programs, as well as community services and special assistance for international patients. The hospital operates the Aventura Comprehensive Cancer Center as well as the Aventura Hospital Outpatient Rehabilitation and Osteoporosis Center in Hallandale Beach.

On October 10, 2003, the hospital received final approval and a Certificate of Need from the State of Florida Agency for Health Care Administration (AHCA) to provide open-heart surgical services, the only such program in northeast Miami-Dade County.

A cardiac surgery patient will now have expanded treatment options close to home and in coordination with his or her own cardiologist. This will eliminate transfers to other facilities which can create risk and inconvenience for patients and their and family members. The open-heart surgical program will also allow the hospital to provide life-saving cardiac angioplasty and other interventional cardiac procedures in the hospital's all-digital cardiac catheterization lab.

Amenities Offered by the New Facility



Aventura Hospital and Medical Center is in the midst of a \$130 million facility expansion project, currently one of the largest healthcare construction projects in the state of Florida. The plan provides for the expansion, renovation and eventual replacement of most of the hospital to be completed in 2004.

Our new North Patient Tower with 243 private patient rooms with private baths will house the newest, technologically-advanced patient care equipment in all areas as well as many amenities to provide our patients and their families the very latest in patient care accommodations and services. VIP rooms featuring enhanced décor will be available on each floor and two VIP suites, each with a family living room, will be located on the top floor.

Our new Lobby, with its grand, hotel-like décor features granite flooring, original works of art, an ornamental staircase leading to the Mezzanine Level, a 40-foot high rotunda, a chapel, a coffee shop serving Starbuck's coffee and gourmet sandwiches with a seating area and a decorative water feature located directly in its center.

The new 17,000-square-foot 26-bed Emergency Department, more than double the size of our current facility, includes all private rooms with televisions and

telephones. State-of-the-art equipment includes a patient physiological monitoring system, stretchers, CT Scanner and two GE X-ray rooms. Our new registration and waiting area has been designed to create a more comfortable patient environment providing enhanced privacy for family members.

The new North Patient Tower includes the Aventura Surgical Center featuring a day-surgery center, ten oversized operating rooms, private prep and recovery areas and separate registration and waiting areas. Two new Intensive Care Units, totaling 77 private rooms, feature decentralized nursing units. Every two rooms on the unit have a dedicated nurse station from which the nurse can view the patients and monitor progress.

Improved technology in the new Tower includes a pneumatic tube system to transport medications and other items from the Pharmacy and Lab to the nursing units, decreasing turn-around time.

A new electronic medical record will improve patient safety. With a laptop computer in each patient room, information such as medication orders can be entered and verified at bedside.

A state-of-the-art wireless network allows laptops, PDAs and other mobile computing devices to have instant access anywhere in the building. Enhanced security in the North Patient Tower includes a 135-camera digital recording system, a card access system enabling the hospital to secure highly sensitive areas and a visitor badge ID system, including photo and name, allowing the hospital to track via a computer system every visitor who enters the building.

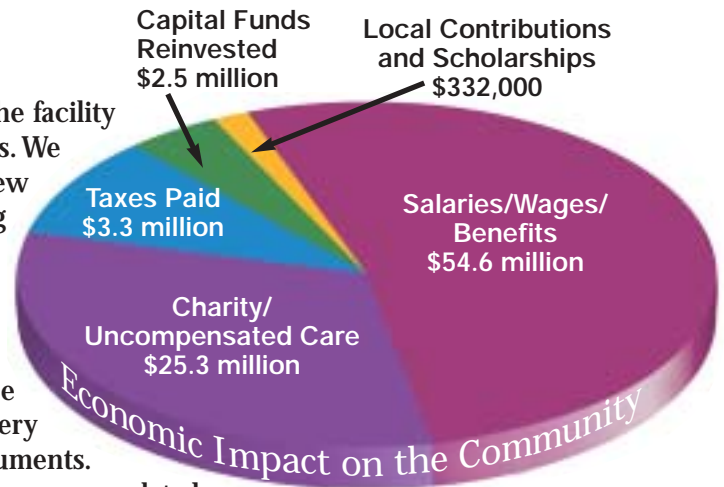
Additionally, the new North Patient Tower is able to withstand up to a Category 5 hurricane, eliminating the need for evacuation should a storm of this magnitude occur.

Supporting the Local Economy

In addition to the \$130 million expansion project currently under way, each year Aventura Hospital supports the local economy through its large payroll and local taxes. With 1,200 full-time employees, in 2003 Aventura Hospital and Medical Center paid more than \$54.6 million in salaries (including \$3.1 million in payroll taxes), wages and benefits, approximately \$1.6 million in sales and property taxes and \$1.7 million in indigent care taxes.

Capital Funds Reinvested

The hospital reinvested almost \$2.5 million into the facility in 2003, completing numerous facility plant upgrades. We were the first community hospital to acquire the new GE 16-slice CT Scanner for our Diagnostic Imaging Department. Other new equipment included the AESOP Robotic Positioner, Grass Telefactor Sleep Study System, digital state-of-the-art security camera upgrades and new kitchen equipment. Also acquired were 96 new patient beds, overbed tables and bedside cabinets, new stretchers for the Emergency and Surgery Departments, and new surgery equipment and instruments. Additionally, renovation of patient rooms on the fifth floor was completed.



Care for Those in Need

Aventura Hospital and Medical Center provides healthcare services throughout the year for which the hospital is not compensated. In 2003, the dollar value of this care totaled almost \$25.3 million. This amount included approximately \$5.4 million in charitable care and the cost of patient care provided for which billing is uncollectible totaled approximately \$19.9 million.

New Technology



The GE 16 multi-slice LightSpeed computerized tomography (CT) scanner expands the diagnostic information available.

16-Slice CT Scanner

New technology played a major role as Aventura Hospital and Medical Center became one of the first hospitals in Florida to acquire the GE 16 multi-slice LightSpeed computed tomography (CT) scanner. This fourth evolution of GE's award-winning LightSpeed platform pushes clinical applications to new levels, offering expanded diagnostic information and improvement in patient care. The technology captures four times the amount of information of previous scanners and can take images of moving organs such as the heart and lungs, even capturing images of the heart between beats.

All Digital System for Sleep Studies

A staggering 50 million Americans suffer from sleep disorders, among them insomnia, leg movements during the night, loud snoring, sleep apnea and narcolepsy. During 2003, the Aventura Hospital Sleep Disorders Center installed an all new, digital system to improve sleep studies. With its expanded flexibility, the Grass

Telefactor Comet digital polysomnography (PSG) system records not only electroencephalography (EEG) – to determine stages of sleep – and respiration – to diagnose sleep apnea or other breathing-related sleep disorders – but also previously unavailable information to diagnose suspected seizure-related sleep disorders. The Comet PSG combines powerful user-friendly software with state-of-the-art amplifiers which transform brainwave activity into digital signals, processed by the computer and then interpreted by a one of the Center's American Board of Sleep Medicine certified specialists.

New Group to Focus on Health 50+

In 2003, the hospital introduced H2U, which stands for "Health Happiness You." The hospital was one of three locations nationwide to pilot this new concept in health information, resources and experiences for people 50+. The H2U website, www.h2uhealth.com, features the individualized H2U Health Assessment as well as information on local and national benefits for H2U members.



Aventura Mayor Jeffrey Perlow (right) presents a proclamation, creating H2U Day at Aventura Hospital, to hospital CEO Davide M. Carbone and Judy Newell, H2U Director.

Scholarship Programs

To address the growing shortage of healthcare professionals, particularly of registered nurses, Aventura Hospital and Medical Center invests in the community by offering scholarships to qualified applicants. In 2003, 47 scholarships were awarded totaling more than \$225,000.

In 2003, Aventura Hospital and Medical Center continued the Aventura Hospital Baccalaureate Scholarship Program. Twenty students, who are enrolled in nursing programs at Barry University, Florida Atlantic University, Florida International University, the University of Miami and the University of South Florida are

receiving funding in return for a commitment to begin their careers at Aventura Hospital and Medical Center.

Aventura Hospital and Medical Center participated in an additional scholarship program in conjunction with Miami-Dade and Broward Community Colleges. This program provides students pursuing healthcare careers up to \$6,000 in assistance in return for a commitment to work two years at an affiliated hospital. During 2003, 30 graduate nurses who were recipients of these scholarships were on staff at Aventura Hospital and Medical Center. In December, an additional 18 graduates became members of the hospital's nursing team.

Giving Back to the Community

Aventura Hospital and Medical Center is proud to support local and national organizations dedicated to serving the needs of residents in the community. The hospital provides financial support and volunteers and sponsors events which help fulfill the needs and wishes of the organizations.

The United Way

The hospital's employees contributed \$55,358 to the 2003 Miami-Dade County United Way Campaign, exceeding the hospital's goal and representing one of the largest contributions by any hospital in Miami-Dade County.

Community Support

To serve the needs of this growing community, the hospital offers a host of free services. Included are health lectures and seminars, classes and support groups, a variety of health screenings including blood glucose, depression and osteoporosis, a volunteer services department, a local H2U (formerly Senior Friends) chapter and a 24-hour physician referral and health information toll-free hotline staffed by a nurse (888) 256-7692.

The hospital also provides an informative website linking more than 25 million pages of health information and containing information about both the community services and patient care services offered by the hospital. The website can be accessed at www.aventurahospital.com.

Sponsorships

Some of the many organizations and activities the hospital sponsors are:

- The hospital and its Medical Staff are sole sponsors of the Michael-Ann Russell Jewish Community Center's Health and Wellness Center
- City of Aventura Youth Sports Leagues
- Miami-Dade County's Corporate Run benefiting the Leukemia and Lymphoma Society
- 12th Annual Aventura Arts and Crafts Festival benefiting the American Cancer Society, Title Sponsor
- National Multiple Sclerosis Society 17th Annual MS 150 Bike Tour – Breakaway to Key Largo

- National Multiple Sclerosis Society – South Florida Chapter MS Challenge, Rest Stop Sponsor
- Senior Health and Fitness Day providing complimentary health screenings, back and neck massages, hearing testing, medication testing by a pharmacist, nutritional counseling and depression screenings
- American Cancer Society's Relay for Life and Tell-a-Friend
- American Diabetes Association America's Walk for Diabetes
- Hallandale Beach Crime Watch Chapter's National Night Out
- American Heart Association American Heart Walk/Heart Ball of Miami

Partner Organizations

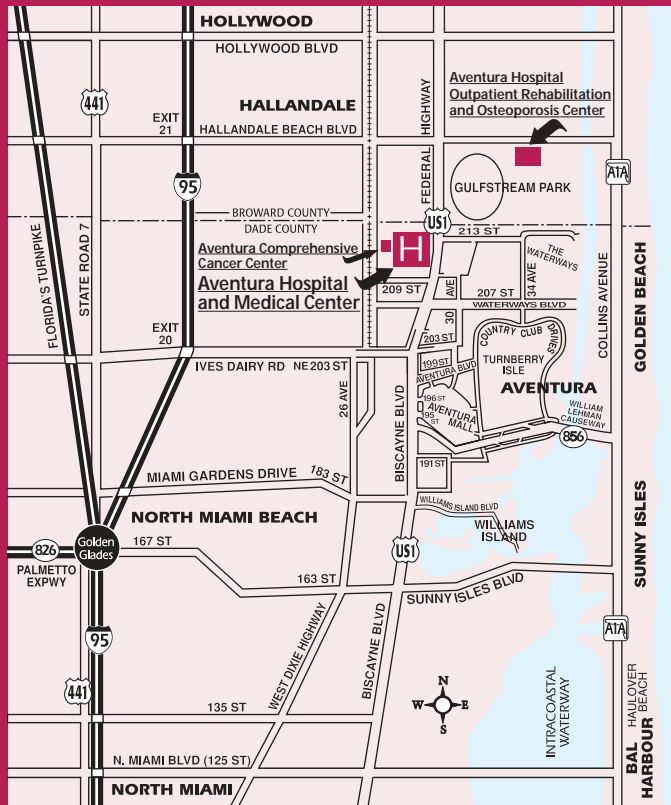
Among the many local and national organizations with which the hospital partners are:

- American Cancer Society
- American Diabetes Association – Dade and Broward County Chapters
- American Heart Association
- City of Aventura
- City of Aventura Police Department
- City of Hallandale Beach Department of Fire Rescue
- City of Hollywood Department of Fire Rescue
- Concerned Citizens of Northeast Dade
- Epilepsy Foundation
- Florida International University – School of Nursing
- Florida Optometric Association Charities
- Future Foundation of Hallandale Beach
- Greater Miami Jewish Federation
- Hallandale Police Benevolent Association
- Hallandale Symphonic Pops
- Hepburn Center of Hallandale Beach
- Life Alliance Organ Recovery Agency
- Jewish Federation of Broward County
- Northeast Dade Coalition
- Salvation Army

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your link to over 25 million pages of health information



[Aventura Hospital and Medical Center](#)
20900 Biscayne Boulevard • Aventura, Florida
(305) 682-7000

[Aventura Hospital Outpatient Rehabilitation and Osteoporosis Center](#)
Hallandale Health Center
1110 East Hallandale Beach Boulevard • Hallandale Beach, Florida
(954) 454-7575

[Aventura Comprehensive Cancer Center](#)
20950 Northeast 27th Court • Aventura, Florida
(305) 682-2151

Mission Statement

The Mission of Aventura Hospital and Medical Center is to provide healthcare services responsive to the needs of our patients, in partnership with our physicians, employees, volunteers and community, which promote continuous quality improvement and excellence in performance.

Vision Statement

Aventura Hospital and Medical Center is committed to becoming the healthcare facility of choice by patients, physicians and the providers and purchasers of healthcare services. We will strive to surpass customer expectation, exceed performance standards of our competitors and commit to continually improve the quality and efficiency of our process, services and clinical outcomes.

Our Values

Respect ♦ Service ♦ Excellence