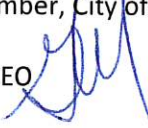


MEMORANDUM

TO: Dan Diesel, Mayor, City of Titusville
Joe C. Robinson, Vice Mayor, City of Titusville
Herman A. Cole, Jr, Col. USAF (Retired), Council Member, City of Titusville
Jo Lynn Nelson, Council Member, City of Titusville
Dr. Sarah Stoeckel, Council Member, City of Titusville

FROM: George Mikitarian, President/CEO 

SUBJECT: Semiannual Report to the City of Titusville

DATE: March 2023

Attached please find Parrish Medical Center's semiannual report. This report includes:

- Listing of recent news releases, awards & recognitions
 - Full copies of releases available at parrishmed.com/newsroom
- Listing of recent additions to the PMC Medical Staff/Parrish Medical Group
- Copies of LifeTimes quarterly community newsletter available at parrishhealthcare.com/lifetimes.
- Copies of select Healing Moments Patient Stories
- Copy of Power Point Presentation (as separate attachment)

Additional information is available online at parrishmed.com, such as links to:

- State comparative data (parrishmed.com/quality)
- Community Health Needs Assessment and Implementation Plan ([parrishmed.com/community benefit](http://parrishmed.com/communitybenefit))
- Public Board of Directors meeting agendas and minutes (parrishmed.com/leadership)
- Membership in Mayo Clinic Care Network (parrishmed.com/mayo)

Thank you for your continued support of your community medical center, Parrish Medical Center, One of America's Finest Healing Environments®. Please let me know if I may provide any additional information.

Pc: Commissioner Rita Pritchett, District 1
Scott Larese, City Manager
Board of Directors, Parrish Medical Center
Media Copy

PRESS RELEASES

Parrish Medical Center earns prestigious Baby-Friendly Designation

Parrish Medical Center (PMC) is proud to announce that it has achieved the highly prestigious international Baby-Friendly designation after a rigorous review process conducted by Baby-Friendly USA, the organization responsible for bestowing this certification in the United States. This distinguished honor demonstrates that PMC is adhering to the highest standards of care for breastfeeding mothers and their babies. These standards are built on the *Ten Steps to Successful Breastfeeding*, a set of evidence-based practices recommended by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) for optimal infant feeding support in the precious first days of a newborn's life.

Parrish Medical Group Welcomes General Surgeon Peng Yu

Parrish Medical Group is pleased to welcome General Surgeon Peng Yu, B. Med, MS, PhD, to the North Brevard community. Dr. Yu specializes in general surgery, including procedures of the appendix, gallbladder, spleen, large and small intestines, hernia repairs and access for hemodialysis. His office is located at Parrish Healthcare Center, 250 Harrison Street, Titusville, FL, 32780 (Titus Landing).

Parrish Healthcare Welcomes New Chief Financial Officer

Parrish Healthcare is pleased to welcome financial executive, Lester R. Eljaiek, CPA, CHFP as its new Chief Financial Officer and Vice President of Finance. With more than 25 years of experience in strategic and operational finance, Mr. Eljaiek has proven himself as a respected and trusted financial leader.

Parrish Healthcare Welcomes Dennis Tishko, MD, FACS, Board Certified Thoracic Surgeon

Parrish Healthcare and Parrish Medical Group are pleased to welcome Board-Certified Thoracic Surgeon, Dennis Tishko, MD, FACS to the North Brevard community. After earning his medical degree from the University of Cincinnati, Dr. Tishko went on to successfully complete his residency in General Surgery at Harvard Medical School in Boston, MA of which he was Chief Resident. He completed fellowships in Thoracic and Cardiovascular Surgery at the University of Wisconsin Hospitals and Clinics in Madison, WI and the Cleveland Clinic Foundation in Cleveland, OH. Dr. Tishko is Board Certified in Thoracic Surgery with the American Board of Thoracic Surgery and is a Fellow with the American College of Surgeons and the American College of Chest Physicians. He has been a Clinical Assistant Professor of Surgery at Florida State University for nearly 10 years. Dr. Tishko and his family reside in the North Brevard community.

Parrish Healthcare Proudly Sponsors Dr. Martin Luther King Day Celebration

Honoring the legacy of Dr. Martin Luther King's service to community, Parrish Healthcare was proud to provide health education and blood pressure checks at North Brevard's Martin Luther King (MLK) Day on Monday, January 16. The event, held at Isaac Campbell Park in Titusville, included live entertainment, a charity basketball game, a car show, food vendors, and a variety of health and wellness resource vendors. This year's event was organized by Boyz 2 Men with a Purpose whose mission is to support, mentor, and educate boys and young men ages seven and older, to positively

impact their communities. The skills and trades taught include culinary arts, graphic design, carpentry, auto mechanics, and more.

The Joint Commission awards integrated care recertification to Parrish Healthcare, nation's first - and only - to earn integrated care recognition

The integrated health care system created by Parrish Medical Center (PMC) has earned recertification after an intensive review by America's premier health care accrediting body. Parrish Healthcare, a collaborative structure of health care partners, remains the nation's only certified integrated care system meeting the standards of The Joint Commission. The Joint Commission reviewers specializing in integrated care determined Parrish Healthcare again met the high standards to achieve certification renewal.

Parrish Medical Center Hospitalist Group Honored Nationwide

Parrish Medical Center's hospitalist group, Apogee Physicians™, has been recognized as *Program of the Month* – a distinction bestowed upon only one hospital program monthly of more than 50 programs nationwide. In addition to this honor, Parrish Medical Center's Director of Hospital Staff and Medical Director of Parrish Medical Group, Dr. Kevat Patel, has been named *Hospitalist of the Month*. Of the honor, Dr. Patel said, "It is an absolute privilege to be part of Parrish Medical Center. Apogee and Parrish are one big family with a commitment of providing safe, healing and exceptional patient care. We are honored to receive this recognition but we, as doctors and nurse practitioners, cannot do it alone."

SERVICES CONTINUE TO EXPAND WITH RECENT ADDITIONS TO MEDICAL STAFF & PARRISH MEDICAL GROUP (Since Sept. 2022)

- Ashish R. Udeshi, MD, Intervention Pain Management
- Ajit H. Janardhan, MD, Electrophysiology
- Apama Kopuri, MD, Pediatric Psychiatry
- Dennis J. Tishko, MD, Thoracic Surgery
- Lisa A. Yamamoto, DO, Family Practice
- Peng Yu, MD, General Surgery
- Melchor E. Gonzalez, Interventional Cardiology
- Robert K. Oldham, MD, Medical Oncology

LIFE STORIES | HEALING EXPERIENCES

Weekly, Parrish Healthcare shares stories of how our care partners serve to fulfill our mission. Attached below are a select few of the most recent stories. Additionally, we invite you to subscribe to our YouTube channel to hear first-hand stories of healing experiences received at Parrish Healthcare, where the art of healing comes to life. Visit parrishhealthcare.com click on the YouTube icon at the top of the page or visit parrishhealth.com/patient-stories.

Healing Moments

Weekly Huddle Story

Sept. 14, 2022



A complete care experience

On an early evening in July, Greg and Vonda were winding down what had been a low-key day due to Greg's sore throat. When the pain intensified to the point that he could no longer bear it, they decided he needed to be seen urgently. They made the decision to choose the Emergency Department at Parrish Medical Center for his care and later stated that they were grateful they did.

Within 10 minutes of arriving, Greg was checked in, had his vital signs taken and was evaluated by Jamie, PA. While awaiting lab work, Vonda observed the changing of shifts and worried there may be a delay in care. She was relieved to find the opposite occurring. The transition between care givers was smooth and care partners didn't miss a beat when expediting Greg's testing. LPN Stacey, before she left for the night, even ensured Vonda had a drink and snack. Vonda said RNs Pete and Jenna and Dr. Al-Mulhem worked diligently to treat what ended up being an abscess in his throat.

Greg would need to stay in the hospital overnight and encouraged Vonda to go home and get rest. As she was leaving, she stopped by the Atrium Café to get dinner. She could tell the grill was closing and tried to hurry but was met by Food & Nutrition care partner, Henry, who assured her, with a smile, that she could take her time. This simple gesture immediately made her feel at ease.

Vonda visited the next day and passed Dr. Bhola who'd admitted Greg from the ED. Not only did he remember Vonda and acknowledge her, but also mentioned that he stopped by Greg's room to check on him. She said she was impressed that Dr. Bhola took time from his busy schedule to follow up on her husband.

When she got to Greg's room, she found him resting comfortably. He shared with her that every interaction he had with care partners was positive. He went on to tell her that they even made sure to send his prescriptions to a pharmacy that is open on Sundays so that he would not have a gap in his antibiotic regimen.

In a review Vonda wrote, she touched on almost every interaction they had among care partners in different areas of the hospital. From the ED, to the Med/Surg department; the cafeteria, to the pharmacy, Vonda says the care shown by care partners throughout Parrish exceeded every service expectation they had.

Vonda said they thought they were making the right choice by choosing Parrish on that July evening, and by the end of Greg's stay, knew without a doubt that they had.

Care Circle Discussion Topic: What can we do individually and together to ensure care such as described above happens every time?

Inspirational Thought: "Every job is a self-portrait of the person who did it. Autograph your work with excellence." – Ted Key, American cartoonist and writer

Share and celebrate your stories by emailing them to comservices@parrishmed.com or by calling 321-268-6110. This and all other Huddles can be found on iCare.

Healing Moments

Weekly Huddle Story

December 21, 2022



Zero Harm for the Holidays

Originating between the fifth and third centuries BC, the Hippocratic Oath is named after the Greek physician, Hippocrates and is the earliest known expression of medical ethics. The oath includes principles to guide physicians in their practice but, truth be told, the pledge is applicable to all healthcare workers. And, at Parrish Healthcare, the most famous of portions aligns with our first value of safety...

Primum non nocere (pronounced: pre-mum non no-care-ay); first, do no harm.

David Duisberg, Nuclear Medicine Supervisor, recently shared the following story:

We had a 37-year old male come in for a routine stress test. When we checked his initial images, the technologist, Ashley Mosher, noticed how "bad" they looked. She immediately got cardiopulmonary nurse, Michele Rodriguez, and myself and asked whether or not we should continue with the stress test. After consulting with cardiologist, Dr. Ajit Janardhan, it was determined that continuing with the study could pose a risk to the patient and that further assessment was needed.

After evaluation in the emergency department, a cardiac catheterization was performed during which it was discovered that the patient had a 99% blockage in his heart.

If it weren't for this team, it is my opinion that we could have had a very different outcome.

The team saved a life that day! Whether they identified in the moment or not, care partners in this story were simultaneously living our values as well as the principles of the Hippocratic Oath. They demonstrated *primum non nocere* (pre-mum non no-care-way), first, doing no harm.

Because of the presence, evaluation and action of care partners committed to zero harm, the gentleman in this story will be spending the holiday season surrounded by his most beloved.

Care Circle Discussion Topic: Directly or indirectly, all care partners impact patient safety. How do you ensure zero harm for those who trust us with their health care needs? [pause to allow for responses]

Quote of the Week: "I am only one; but still I am one. I cannot do everything, but still I can do something." – Helen Keller, American author and disability rights advocate.

*Share and celebrate your stories by emailing them to communications@parrishmed.com.
This and other huddles are located on iCare.*

Healing Moments

Weekly Huddle Story

January 18, 2023



It Takes a Big Heart to Shape Little Minds

For 20 years, teacher Anita Currie has played a monumental role in the lives of so many children in our Parrish Early Care and Education Program. Her love and passion for early childhood education shines through everything she does. Each morning, Anita is greeted with toothless grins and tiny arms reaching out to her for hugs and in return, she leaves a lasting impression on them, and their parents.

Jamie, a parent of former Children's Center students says, "There was always a smile on her face every single time I dropped the twins off or picked them up. Every infant in the room could have been crying and she would be holding one or more of them but would always look up, smile and laugh. Ms. Anita radiates positive energy!"

Anita's days are filled with giggles, tears, messy hands, and boo-boos. She is constantly in tune with the needs of each child in her classroom and navigates through her day with patience and grace. Anita sees first steps, hears first words, and watches as her tiny babies grow into little preschoolers who are ready for the world. But the love she has for her children goes far beyond their time at The Children's Center.

Liz, a parent of now college-student, Mickey shares, "We will always be grateful to Miss Anita for being Mickey's first teacher. The foundation she helped build gave him a great start in becoming an enthusiastic and successful learner. She helped him to become curious but to always remember to respect rules. Days on the playground held many lessons indeed. Thank you, Anita for being so important in the lives of children. There is no greater role in life."

Another parent writes, "Our family was blessed to have Ms. Anita teach both of our children from infant through VPK. Anita made such a huge impression and difference for our family with her dedication, kindness, love and compassion to ensure the children in her care thrive! While I could list many specific examples, one always comes to mind that defines the amazing heart Ms. Anita has. Our son, Nathan, struggled with the transition to Kindergarten. New school, new people, etc. Ms. Anita did not hesitate to act. She went to Nathan's Kindergarten class to offer him support. Her presence allowed him to ease into the change. My heart was forever touched by that huge loving gesture that made a world of difference for Nathan and our family."

The first few years are the most impressionable years of a child's life and Anita has made everlasting bonds with her children and families. Every child who comes through her classroom leaves her heart a little fuller and gives her more memories to hold on to. It truly takes a special person to do what she has done every day for the last 20 years.

Care Circle Discussion Topic: How do you incorporate the values taught by former teachers into your healing work? [pause to allow for responses]

Quote of the Week: "A teacher affects eternity; he can never tell where his influence stops." – Henry Adams, American Historian

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Healing Moments

Weekly Huddle Story

February 22, 2023



Sunshine for Susan

ICU Registered Nurse, Caroline Anthony recently shared:

Susan came to the ICU before Christmas. Since her admission, care partners have witnessed her inner strength, positive attitude, sense of humor, and overall resiliency. I have dedicated my time with Susan to care for her medically but also to learn about the person she is. I feel a bond with her and her family. I know them by name, what they like to do for fun, the movies they watch, and the vacations they had planned.

I ask Susan at the beginning of every shift, "What can we do to make today a good one?" I imagine how it would feel to look at ceiling tiles in a hospital room for months. Susan was losing the twinkle in her eyes. She no longer did her little "dance" of enthusiasm (a bed wiggle) when her favorite people entered the room, instead she began to close her eyes – the only way a bed-bound person can 'shut the door'. She told her sister she wasn't getting better. She wasn't sleeping. She was sinking into a deep depression.

She had a tracheostomy, which seemed to signify to her that she was doing worse. I had to do something so I told her that if we could work to get her off the ventilator and on a trach collar, I would find a way to take her outside. Her eyes lit up, and she did her 'dance'. As the weeks passed, I saw her inching toward a goal a million miles ahead. She didn't have her sparkle back, but she was trying. I believed in her and began planning how to get her outdoors. She was too weak to sit in a wheelchair and had a wound vac making it a more complicated endeavor. We needed to find a way to get an ICU bed outside.

Taking her through the ER was not an option because of potential exposure to contagions. The front door was out of the question for obvious reasons. Respiratory Therapist, Lisa Tristan, overheard one of my conversations with Susan and had the idea of using the Cath Lab entrance. It was the weekend and perfect access to the outside; complete with wide doors and privacy. I asked Susan if she wanted to go outside, feel the wind, and look at the sky. She smiled and did her 'dance'. Her daughter, Jaime, squealed, not able to contain her excitement!

Upon getting Edwin Loftin's approval, we set our plan in motion. The 45 minutes it took to prepare for the trip felt like wrapping Christmas presents! House Supervisor, David Copley, two students, Lisa, Susan and I made our way downstairs and out the doors. We stood in the sunshine, letting Susan take in the world that was still on its axis when hers was not. I felt overcome by emotion watching my patient who had become my friend enjoy the things I took for granted – wind, sun, clouds, trees and birds singing joyfully. We were blinking back happy tears while Susan's eyes regained their sparkle. I felt restored in a way I hadn't felt since before COVID. We were acknowledging Susan's human spirit and, in turn, our own.

Susan slept peacefully the rest of the day. I fulfilled a promise to my friend with the help of my amazing co-workers, Lisa Tristan, David Copley, Ashly Cumbo, RN, Nurse Technician, Anna Bahr and Edwin Loftin. I'm especially grateful that, even before asking, I knew I would have Edwin's full support.

We don't always get the outcomes we hope for in health care, but we can always treat one another with compassionate empathy. As it turns out, what we did for Susan actually did more for us.

Care Circle Discussion Topic: What emotions does Caroline's story invoke in you? [pause to allow for responses]

Quote of the Week: "We are what we repeatedly do. Excellence, therefore, is not an act, but a habit." – Aristotle, Greek Philosopher

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