

MEMORANDUM

TO: Andrew Connors, Mayor, City of Titusville
Herman A. Cole, Jr, Col. USAF (Retired), Vice Mayor, City of Titusville
Megan Moscoso, 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: February 2025

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
- Video Patient Testimonials available at <https://www.parrishhealthcare.com/patients-visitors/healing-experiences/>
- 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/community%20benefit))
- Public Board of Directors meeting agendas and minutes (parrishmed.com/leadership)

Thank you for your continued support of your public, 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 Katie Delaney, District 1, Brevard County Board of Commissioners
Scott Larese, City Manager
Board of Directors, Parrish Medical Center
Media Copy

PRESS RELEASES

Parrish Medical Center Board of Directors Vote No Taxes for 30th Straight Year

For the 30th straight year, no taxes will be assessed to support operations of the North Brevard County Hospital District d/b/a Parrish Medical Center (PMC). PMC's board of directors voted unanimously during a public hearing on September 23, 2024 to establish the millage rate and budget for fiscal year 2024-2025.

Parrish Healthcare Named "Large Business of the Year" by Titusville Area Chamber of Commerce

Parrish Healthcare, America's first nationally integrated care certified health system, was recognized as the "Large Business of the Year" by the Titusville Area Chamber of Commerce at their 2025 Board of Directors Installation Dinner. This prestigious award, presented by President and CEO of the Titusville Chamber of Commerce, Erin Akins, highlights Parrish Healthcare's outstanding achievements and commitment to innovation, sustainability, social responsibility and consistent commitment to the Brevard community. "Through various initiatives whether local job creation, charitable contributions or sustainable practices, Parrish Healthcare shows us that true success is measured not just by profit margins, but the positive impact we have on the world around us," stated Akins. In addition, Parrish Healthcare's Foundation Director Matthew Morak was honored as the Chamber's immediate past-Chair and Communications Director Samantha Decker was newly installed as a member of the Chamber board.

Parrish Medical Center Named Among the Top 14% Nationally for Maternity Care Access by U.S. News & World Report

U.S. News & World Report, the global authority in hospital rankings and consumer advice, has named Parrish Medical Center as a 2025 Maternity Care Access Hospital. U.S. News' Best Hospitals for Maternity Care ratings now recognize hospitals offering essential maternity services to underserved communities. Introduced last year, the **Maternity Care Access Hospital** designation recognizes essential hospitals serving communities that would be in danger of becoming maternity care deserts if they were to stop providing crucial maternity care services.

Parrish Medical Center Named to U.S. News & World Report 2025 Best Hospitals for Maternity Care

U.S. News & World Report, the global authority in hospital rankings and consumer advice, has named Parrish Medical Center as a 2025 High Performing hospital for **Maternity Care**. This is the highest award a hospital can earn as part of U.S. News' Best Hospitals for **Maternity Care** annual study.

Parrish Healthcare Recognized by Florida Blue for Higher Quality and Cost-Efficiency in Maternity Care

Parrish Healthcare is proud to be recognized by Florida Blue, the state's Blue Cross Blue Shield plan, with a Blue Distinction® Centers+ (BDC+) for **Maternity Care** designation, as part of the Blue Distinction Specialty Care program. To earn this designation, each facility must deliver quality care, safely and cost-effectively. The Blue Distinction Centers for **Maternity Care** program plays a key role in the Blue Cross Blue Shield Association's (BCBSA) National Health Equity Strategy aimed at reducing racial health disparities across the care spectrum and improving patient outcomes for all Americans. To align with this strategy, the Blue Distinction Centers for **Maternity Care** program enhanced its quality and measurement standards to recognize higher-quality facilities that have taken action to respond effectively to obstetric emergencies, reduce racial disparities, and improve maternal health outcomes.

Best-Selling Author and Healthcare Leader Erie Chapman visits Parrish Medical Center; Names Parrish's President/CEO George Mikitarian Healing Hospital CEO of the Year 2025

Erie Chapman, M.T.S., J.D., visited Parrish Medical Center in January for a two-day engagement as part of the health system's leadership development initiative. During Mr. Chapman's visit, on behalf of the Erie Chapman foundation, based in Nashville, TN, he presented Mikitarian with the "Healing Hospital CEO of the Year" award in recognition of his exceptional leadership and longstanding dedication to the principles of radical loving care to establish a workplace culture that supports a continuous chain of compassion and quality inside healthcare environments.

Pathologist Dr. Chaudhari Achieves Subspecialty Board Certification in CytoPathology

Parrish Medical Group is proud to announce that pathologist Jigisha Chaudhari, MD has successfully passed the subspecialty board certification in CytoPathology. This prestigious achievement formally recognizes Dr. Chaudhari for her exceptional expertise in the field of pathology.

Parrish Medical Group Gastroenterologist Rahul Chaudhari, MD, Achieves Board Certification

Parrish Medical Group Rahul Chaudhari, MD, a dedicated gastroenterologist specializing in digestive health, has achieved board certification from the American Board of Gastroenterology. This prestigious recognition underscores Dr. Chaudhari's commitment to providing exceptional care and staying at the forefront of advancements in gastroenterology.

Burrell College of Osteopathic Medicine and Parrish Healthcare Form Strategic Partnership to Train Future Physicians

Burrell College of Osteopathic Medicine and Parrish Healthcare are pleased to announce a new strategic partnership designed to provide clinical training and mentorship opportunities for Burrell's third- and fourth-year medical students. This collaboration will allow student doctors to gain essential, hands-on experience in various medical specialties under the supervision of Parrish Healthcare physicians.

Parrish Healthcare Launches DAISY Program to Recognize Extraordinary Nursing Care

Parrish Healthcare is proud to announce the launch of the internationally acclaimed DAISY Award program, a prestigious initiative that honors the exceptional compassion, skill and dedication of nurses. Beginning January 6, 2025, Parrish Healthcare joined healthcare organizations around the globe in celebrating nurses who go above and beyond in delivering exemplary care to patients and families.

COMMUNITY OUTREACH

Parrish Healthcare and Community Partners Participate in National Point in Time Count Uniting to Count and Support Unsheltered Homeless Persons in North Brevard

Parrish Healthcare collaborated with the Brevard Homeless Coalition, North Brevard Charities, LifePointe Ministries and Under the Bridge Ministries to help coordinate and participate in the annual Point in Time (PIT) Count. This is part of a national annual initiative, held during the last full week in January, to gain a snapshot of homelessness and service gaps in communities across America. In North Brevard, dozens of volunteers from the five organizations, and several other supporting local organizations, dedicated January 23-29, 2025, to this endeavor to get as accurate a count as possible.

Parrish Healthcare Donates More than 600 Holiday Meals to Local Charities

Addressing Holiday Hunger and Feeding People in Need

Parrish Healthcare donated more than 600 holiday meals to local charities, food pantries and churches all dedicated to providing hunger relief and serving meals to people in need during the holidays. The 600 hams and turkeys donated are estimated to feed more than 1,500 people in need this holiday.

Parrish Healthcare Donates 220 Toys to Local Community in Support of Toys for Tots Initiative

Parrish Healthcare, a proud supporter of many community outreach initiatives, is spreading even more holiday cheer this year by donating more than 220 new, unwrapped toys to Toys for Tots. Parrish Healthcare Care Partners (employees, medical staff members and volunteers), patients and community members rallied together to donate toys for North Brevard children and families most in need.

Titusville Fire Department's Pink Out Campaign Raises Awareness and Funds in Support of Parrish Healthcare's Oncology Program

For the tenth year, the Titusville Fire Department's Pink Out Campaign raises funds in support of Parrish Healthcare's Oncology Program. The Titusville Fire Department presented Jess Parrish Medical Foundation (JPMF) with \$1,600 bringing their total donations since the inception of the campaign to more than \$20,000.

Parrish Healthcare Martin Luther King Jr. Celebration Presenting Sponsor

Boyz to Men with Purpose Mentor Program hosted a vibrant and uplifting Martin Luther King Jr. Heritage Festival, presented by Parrish Healthcare, at Isaac Campbell Park in Titusville. The event brought together community leaders and members from all walks of life to honor Dr. King's enduring legacy of unity, equality and service. The day was filled with live entertainment, engaging activities and fun for kids of all ages that reflected the values Dr. King championed. Attendees enjoyed opportunities for cultural expression and community connection.

Parrish Healthcare and OurLegacy Celebrate Lives Saved

Parrish Healthcare and OurLegacy, a leading Central Florida-based organ and tissue donation organization, announced the profound impact of organ donation efforts at Parrish Medical Center in 2024. Together, the two organizations helped transform lives through the selfless gifts of donors and their families, highlighting the vital role of organ donation in saving and improving lives. Last year, six individuals were freed from the confines of dialysis treatment, receiving life-saving kidney transplants. Additionally, two people were given a second chance at life after overcoming liver failure, thanks to successful liver transplants.

Parrish Healthcare proud to sponsor Marine Resource Council's Love Our Lagoon Celebration Garden Party and Fundraiser, held February 7, 2025. "The event was a financial success thanks in large part to Parrish Medical Center and other major donors. Your meaningful financial support helps make possible the mission, vision and programs of your Council. Thank you again," Ken Parks, Director of Development, Marine Resources Council.

RECENT ADDITIONS TO MEDICAL STAFF & PARRISH MEDICAL GROUP (Since Sept. 2024)

Samuel Del Rio, MD	9/7/2024	OB/GYN
Bryan Z. Hamade, MD	9/9/2024	Interventional Radiology
Jennifer Neff, APRN	10/15/2024	Hematology/Oncology
Luc L. Bouquet, APRN	11/4/2024	Hospitalist
Peter M. Motolenich, MD	11/4/2024	Anesthesia
Tenisha Bryan Morris, APRN, DNP	11/4/2024	Hospitalist
Magdalena Showronska, APRN	12/2/2024	Hospitalist
Rahul Lohana, MD	12/2/2024	OB/GYN
Boyan D. Apostolov, MD	12/2/2024	Anesthesia

LIFE STORIES | HEALING EXPERIENCES

Weekly, Parrish Healthcare shares stories of how our Care Partners (employees, physicians and volunteers) serve to fulfill our mission. Attached are a handful of recent stories. Additionally, we invite you to subscribe to our YouTube channel or follow us on one of our several social media channels including Facebook, Instagram, LinkedIn and Twitter, to hear first-hand stories of healing experiences received at Parrish Healthcare, where the art of healing comes to life. Visit <https://www.parrishhealthcare.com/patients-visitors/healing-experiences/>.

Healing Moments

Weekly Huddle Story



January 29, 2025

Café Crusaders Save Visitor in Medical Distress

It's the lunchtime rush in the Atrium Café. Buzzing with activity. Care Partners and visitors each eager to fill their lunch orders to refuel their minds, bodies and spirits. While standing in the check-out line, HR Specialist Maria Huskie witnessed healing presence in action and shared this story of four café crusaders.

Care Partner Mia Scott, café attendant, was helping visitor, "Susan," when she noticed the woman was unsteady on her feet, having trouble speaking and complained of chest pain.

Concerned, Mia didn't hesitate to render help to Susan. She signaled to nearby fellow Care Partner Jared Wallace, echo cardiovascular tech, to get a wheelchair. As Jared ran to retrieve a wheelchair, Mia helped Susan to a chair and reassuringly rubbed her back letting Susan know she would be ok.

Critical Care Services Director, Kristie Foreman, who was also nearby, noticed what was happening and immediately got involved to help. In a flash, Jared arrived with a wheelchair and alongside Care Partner Whitney Brozman, RN, both were ready to transport Susan to the Emergency Department where she would receive the needed medical attention.

The four café crusaders, Mia, Kristie, Jared and Whitney, were Susan's 'action' heroes as well as our healing health care heroes. They are shining examples of what happens when we work together as a community of Care Partners—infusing *safety, loyalty, integrity, compassion, excellence and stewardship into our daily work to create* healing experiences happen.

Healing moments such as this one, are great reminders of why we choose, more than 20 years ago, to refer to ourselves as Care Partners vs. "associates," "team members," or "staff." The term Care Partner signifies that we are all partners in the care of our patients, community and one another. It's a bedrock philosophy of the Culture of Choice® we aspire to be; where we seek to empower people to "aspire to be their very best and to inspire commitment to our shared mission, vision and values."

And, in the words of Corretta Scott King, wife of civil rights leader Martin Luther King Jr., "The greatness of a community is most accurately measured by the compassionate actions of its members." The strength and positive impact of a community is measured by the compassion and kindness it extends to one another, especially those in need. The reach of our mission, vision and values extended through hands and hearts of our community of Care Partners are why we all can be Parrish Proud!

Care Circle Discussion Topic: What does community mean to you and how do you reach out to the community members in times of need? [pause to allow for responses.] **If you submit your example to communications@parrishmed.com you'll be entered in a drawing to receive a complimentary meal card.**

Quotes of the Week: *"For a community to be whole and healthy, it must be based on people's love and concern for each other."* —Millard Fuller (American humanitarian and co-founder of Habitat for Humanity International)

Healing Moments

Weekly Huddle Story



September 10, 2024

Forever Grateful

For those experiencing surgery for the first time, it can be unsettling. Whether routine or complex, surgery can be emotionally challenging and make patients feel anxious, scared, nervous or stressed about the procedure and what to expect.

Lindsey Crawford recently underwent her very first surgery, ever, at Parrish Medical Center and was so touched by the compassionate care she received, she reached out to extend her sincere gratitude to those that were part of her healing experience.

Lindsey's surgical journey began with a referral to Dr. John Zambos by her primary care provider to remove a large cyst on her neck. The procedure would be done under anesthesia due to the close proximity of the cyst to Lindsey's carotid artery. Never having had surgery, anesthesia, or an IV, Lindsey was feeling anxious about the procedure.

Lindsey wrote: From the moment I checked in for surgery, each person I interacted with was nothing short of amazing. The first person I encountered was Tinisha Calhoun, RN. As I prepared to change into a gown, it became real that I was about to do something really scary. Emotions took over and I began to cry. Tinisha, with her warmth and kindness, calmed my nerves. She assured me it was normal to feel a little anxious, talked me through starting the IV and drawing my blood, and most importantly, reassured me I was in great hands. She took time to answer all of my questions, and allowed my husband to sit with me while I waited until the surgical team was ready take me to the operating room. Tinisha went above and beyond the call of duty, and I am forever grateful our paths crossed.

Anesthesiologist Dr. Bernando Medina and Kristie Gutscher, RN, asked me several questions and answered mine with kindness, patience and professionalism as they prepared me for what would be happening next. They assured me he would not do anything without first providing an explanation. Finally, PACU RN Sherry Burnett-Taylor was amazing. She ensured my family was involved in the review of my discharge orders, answered all of our questions, and explained in detail what to expect in the days ahead. She assured me the hard part was over and it was now time to rest and recover. When I was ready for discharge, she was by my side, ensuring I left Parrish Medical Center safely. Each member of the surgical team exceeded my expectations.

Being apprehensive about my first surgery, I am extremely grateful to the staff that calmed my nerves and provided the most amazing patient experience. I do not often write notes like this, but I felt so compelled to share and to recognize these amazing Parrish Care Partners. I will be forever grateful. To Dr. Zambos, his team and all those that took such great care of me, THANK YOU!

Care Circle Discussion Topic: What is one thing you do regularly to ensure the healing experiences described above happen with every patient interaction?

Quote of the Week: "Every job is a self-portrait of the person who did it. Autograph your work with excellence." – Ted Key, American Cartoonist and Writer

Healing Moments

Weekly Huddle Story



October 23, 2024

Levi's Fight

Levi arrived at the ICU near the end of summer at the age of 28. Since his admission, he has faced a variety of overwhelming challenges. Even through his progressive muscular dystrophy, a genetic condition that affects the functioning of muscles, Levi has shown incredible resilience.

After a prolonged intubation, the decision was made to proceed with a tracheostomy and feeding tube. Because Levi's legs, feet and fingers began to turn black—a potentially life-threatening progression of his condition—and his pain escalated, he demonstrated immense courage in choosing to amputate both legs. Levi continues to fight, inspiring all of us to fight alongside him!

At just 8 years old, Levi and his family learned he had muscular dystrophy. By 12, he was wheelchair-bound and faced the grim prognosis of not reaching 18. Defying all odds, he not only surpassed that expectation but also went on to graduate. Today, he continues to defy odds. ICU Registered Nurse, Cassandra Butler, shared that caring for Levi has been an incredible experience. She articulates that he has inspired everyone who has met him. "Levi is a beautiful person; he is so patient... he is always thinking of others."

"As an ICU nurse, we are trained to handle challenging cases, working tirelessly to keep our patients alive. Typically, patients stay for no longer than two weeks before moving to a regular room, and a new case arrives. This routine often prevents us from forming deep attachments. However, Levi has defied the odds with his remarkable spirit. Witnessing his extraordinary will to live is unparalleled and profoundly moving."

Levi has been at Parrish for over two months and recently celebrated his 29th birthday in the ICU. The team: Cristi Garcia, RN, Krystal Valdes, RN, Sarah Zaffery, RN, Sammantha Zarzycka, RN1 and Falon Shepard, RN and Charge Nurse, truly went above and beyond with decorations to celebrate him.

With spending such a long time in the hospital, it became essential for him to connect with the outdoors. After a thoughtful discussion with Director of Critical Care Services, Kristi Foreman, Care Partners knew they could make it happen while following all protocols. "Though the day was busy, and we couldn't go outside, I returned the next day on my day off, eager to assist Levi. With the support of Respiratory Therapy, we wheeled him out in his bed through the Emergency Department. His quiet response spoke volumes as he absorbed the world around him, embracing the sunlight on his arms. He chose not to stay out long, reflecting his thoughtful nature and his way of putting others first."

After the brief outing, Levi took the swallow test and passed! This was another extraordinary achievement for someone in his situation, marking the moment he could finally eat and drink again.

As Cassandra shares this story, she emphasized the important impact of their Director, Kristi, who embodies support and encouragement. "She makes going the extra mile truly achievable. When you approach her with an idea, her first response is always, *Okay! Let's figure it out!* I feel blessed to have met Levi and helped him fight his fight, it will be bittersweet to see him go, but I know that I have to."

"Levi has transformed my life. He once shared that he *had taken things for granted*. Despite a life filled with struggles, he fights every day with unwavering determination. He inspires me to see the world through a different lens. Caring for him has been a profoundly humbling experience, revealing both the beauty and fragility of life. It reminds me to slow down, listen to the wind, watch the sunset and truly savor my meals." We hope this Huddle encourages all of us to strive for excellence each day and embody Parrish's mission of Healing Experiences for Everyone All the Time®.

Healing Moments

Weekly Huddle Story



December 18, 2024

Angels Among Us

Parrish Healthcare's President and CEO, George Mikitarian, received the following note of thanks from our patient Rosa's family. Through the help of "angels" within Parrish Healthcare and the community, their mother arrived safely and unexpectedly at Parrish Medical Center.

This brief note has been in the makings for far too long. On behalf of our Rosa's family, this note cannot adequately express our appreciation for the excellent care your staff provided to our mother who is also a sister, grandmother and great-grandmother.

Rosa (apparently) left her home in Gainesville for a "leisurely drive out" and was unable to return home. You can imagine the worry we felt. However, angels guided mother throughout her journey that evening which ended at your hospital.

Our mother drove from Gainesville to somewhere near Titusville - missing for 24 hours. Rosa was found near Titusville by law enforcement and transported to Parrish Medical Center via ambulance as a result of what our family believes was a "Purple Alert."

The Florida Purple Alert is used to assist in the location of missing adults suffering from a mental or cognitive disability. Florida's Purple Alert system was established in 2022. Florida civilians, media outlets, corporations and businesses all assist in dramatically increasing the chances of a missing person's safe return.

It is our opinion, another set of angels, Parrish Angels, then provided loving, tender care! Registrar Felicia Daniels was simply, dare I say, awesome! Dr. Dennis Matthews and Dr. Sean Verma were amazing. Mother's doctor actually held her hand. Most doctors these days do not show that level of concern. I make that comment because I am a telemetry technician at the VA Medical Center in Houston, TX. I see people perform their jobs with little to no empathy – unfortunately.

Another battery of tests was performed after mother returned to Gainesville and she has been diagnosed as having vascular dementia. It is still difficult to accept; however, she is doing well.

Our family will be forever grateful to you and the impressive team that cared for our mother.

Sincerely,

Michael, Alicia, Roma and sisters

Care Circle Discussion Topic: What resonates to you most about this story and lends itself to fulfilling our mission? **If you submit your example to communications@parrishmed.com you'll be entered in a drawing to receive a complimentary meal card.**

Quote of the Week: *"To cure sometimes, to relieve often, to comfort always." –Hippocrates*