

Community Report **2019**



Ocala Health

We Stand By You.

A Message From Our CEOs

Ocala Health continues to grow to meet the needs of our community with expansions in 2018. Ocala Health completed nearly \$43 M in expansion projects last year at both the Ocala Regional and West Marion campuses with another \$34 M in capital improvements currently in process. Ocala Health's mission statement reads, "Above all else, we are committed to the care and improvement of human life." This healthcare organization continues to live its mission through increasing service offerings, capacity, and access points throughout Marion County.

Ocala Regional Medical Center is in the middle of an expansion representing 35,000 square feet of new space and the renovation of 50,000 square feet of existing space. The facility has added 34 more patient beds and recently opened a new emergency department public entrance. The emergency department is being renovated and expanded, with the remaining 20 beds currently undergoing renovation. There will be 32 total emergency room beds at Ocala Regional by the end of the year. The surgical department has added two more operating rooms for a total of 13 and a bi-plane has been added to support the comprehensive stroke services now performed at Ocala Regional.

Starting this summer, Ocala Regional will begin an expansion in which 34 more beds dedicated to cardiovascular services will be added.

West Marion Community Hospital recently completed construction on 36 more patient rooms bringing the total bed count to 174. Within the past few years the facility has added 42,000 square feet of space to expand its emergency department, operating rooms, and patient rooms. The emergency department gained nine additional exam rooms, bringing the total number to 31. The surgical department added four new operating rooms (bringing the total to eight), and additional pre- and post-operative care units. To meet the needs of the community, this hospital has more than doubled its capacity in the past three years.

Additionally, Ocala Health's first freestanding Emergency Department, Summerfield ER is undergoing an expansion project in which the facility will increase from 11 rooms to 20.

Ocala Health is also expanding access to emergency care in southeast Marion County with the opening of a freestanding emergency department on Maricamp Road near the intersection of Maricamp Road and SE 25th Avenue, located adjacent to First Baptist Church. The new, 24/7 full service freestanding emergency

department will feature 12 emergency room beds and will be capable of caring for all ages, including pediatrics. The 10,820-square-foot, one-story facility will front Maricamp Road and will be accessible from SE 30th Avenue.

The quality of care provided to patients was exemplified by recognitions from third party organizations. Our cardiothoracic service received high marks from The Society of Thoracic Surgeons (STS) – a three-star rating for patient care and outcomes in isolated coronary artery bypass grafting (CABG) procedures. Additionally, both Ocala Regional Medical Center and West Marion Community Hospital earned The Joint Commission's Gold Seal of Approval® for Hip, Knee, and Spine Certification.

Ocala Health, through a partnership with the UCF College of Medicine-HCA Healthcare consortium is educating the next generation of physicians right here in Marion County. Ocala Health's GME program currently offers residencies in eight different programs: Family Medicine, General Surgery, Internal Medicine, Anesthesiology, Emergency Medicine, Transitional Year, and Orthopaedics. Surgical Critical Care, a new GME program will be added this year. More than 100 residents are currently enrolled in Ocala Health's GME program and that number is anticipated to grow to more than 150 residents within the next two years.

Above all else, we are committed to the care and improvement of human life in Marion County and surrounding communities. We look forward to continuing to work with community leaders, local EMS and law enforcement, our dedicated staff, physicians and volunteers to provide quality healthcare for our growing community.



Chad Christianson

Chad Christianson
Chief Executive Officer
Ocala Health



Ginger Carroll

Ginger Carroll
Chief Executive Officer
West Marion Community Hospital



The Ocala Health Family

Ocala Regional Medical Center
1431 SW 1st Ave, Ocala

West Marion Community Hospital
4600 SW 46th Court, Ocala

Summerfield ER
14193 S US Hwy 441, Summerfield

Maricamp ER
2897 SE Maricamp Road, Ocala

Advanced Imaging Centers
2300 SE 17th St, Suites 302 & 800, Ocala
OcalaHealthAIC.com

Family Care Specialists
2415 SE 17th Street, Ocala
1800 SE 17th Street, Bldg 100, Ocala
2300 SE 17th Street, Suite 402, Ocala
10696 SE US Hwy 441, Belleview
4850 SE 110th Street, Belleview
8150 SW SR 200, Unit 400, Ocala
OcalaHealthFCS.com

Ocala Health Heart & Lung Surgery
1500 SE Magnolia Ext, Suite 203, Ocala
OcalaHealthHeartandLung.com

Ocala Health Neurosurgical Group
1725 SE 28th Loop, Suites 101 & 103, Ocala
1500 SE Magnolia Ext, Suite 204, Ocala
OcalaHealthNeurosurgicalGroup.com

Ocala Health Surgical Group
4600 SW 46th Court, Suite 340, Ocala
OcalaHealthSurgicalGroup

Wound and Hyperbaric Center
3300 SW 34th Ave, Suite 104, Ocala

Senior Wellness Community Center
9850 SW 84th Court, Suite 500, Ocala

Ocala Health: Our family caring for yours.

We work every day to provide the safest, most advanced, patient-focused care you've ever experienced. Our team is ready to care for you and your family with our two hospitals, three emergency departments, six primary care practices, two surgical practices, an imaging center, a wound center, and a center for senior wellness. As Marion County continues to grow, Ocala Health expands to better serve the health-care needs of our community. Whether it's adding to our existing facilities or adding new locations and services, we're committed to the care and improvement of human life.

2018 Community Impact Summary

HOSPITAL STATISTICS

Patients Treated.....	206,933	Total Medicaid Patients Treated.....	36,006
Annual Admissions	25,951	Indigent Patients Treated.....	27,844
Annual Emergency Visits	131,178		

FACILITIES

Hospitals	2	Specialty Physician Practices.....	4
Licensed Beds.....	360	Ocala Health Heart & Lung Surgery	
Diagnostic Imaging	1	Ocala Health Neurology	
Advanced Imaging Centers		Ocala Health Neurosurgical Group	
Primary Care Physician Practices	6	Ocala Health Trauma	
Family Care Specialists			



OUR TEAM

Total Employees.....	2,372
Total Physicians.....	442
Total Volunteers.....	143
Total Salaries and Benefits	\$170,184,053
Cost of Charity and Uncompensated Care	\$31,498,946

TAXES PAID

Federal Income Tax	\$13,583,093
State Income Tax	\$1,993,113
Indigent Care Tax	\$5,926,706
Property Tax	\$1,788,687
Sales Tax.....	\$3,506,541
Other Local Tax	\$37,262
Total Taxes.....	\$26,835,402
Capital Investment.....	\$42,972,703
Total Local Vendor Support.....	\$36,569,685
Minority and Women-Owned Business Support	\$8,706,409
Physician Specialty Coverage	\$17,293,375

TOTAL ECONOMIC IMPACT \$325,354,164



Awards & Recognition

Bariatric

Designated Center of Excellence by American Society for Metabolic and Bariatric Surgery

Cardiac

American College of Cardiology Accredited Chest Pain Center

The Society of Thoracic Surgeons Three-Star Rating for Coronary Artery Bypass Grafting (CABG) Procedures

BCBS Blue Distinction Centers+ for Cardiac Care

Neurosciences

Joint Commission Certified Primary Stroke Center

Agency for Health Care Administration (ACHA) Comprehensive Stroke Center

Oncology

Accredited by American College of Surgeons' Commission on Cancer

Orthopedics

Joint Commission Certification for Knee Replacement, Hip Replacement, and Spinal Fusion

Healthgrades America's 100 Best Hospitals for Orthopedic Surgery Award™

Healthgrades America's 100 Best Hospitals for Spine Surgery Award™

Surgery

Healthgrades Gynecologic Surgery Excellence Award (TM)

Healthgrades America's 100 Best Hospitals for Prostate Surgery Award (TM)

Trauma

Florida Department of Health Designated Level II Trauma Center

American College of Surgeons Committee on Trauma Verified Trauma Center



Giving Back To The Community

Giving back to the community is a long-practiced tradition for Ocala Health. Through financial and volunteer support, we work with a number of community organizations to further our mission of caring for and improving human life.



"Ocala Health expanded its impact on our education community in 2018 by partnering with Marion County Public Schools. They delivered lunches to every public school and more than 3,000 teachers as part of National Teacher Appreciation efforts. Ocala Health's on-going partnership with West Port High and their Health Occupations academy continues training students for careers in the medical field. We're proud of Hollie Cunningham, a West Port teacher who is the 2019 Marion County Teacher of the Year. Her abilities, combined with Ocala Health resources, translate to meaningful and relevant experiences for students. Younger students benefit from Ocala Health employees participating in the annual "Stuff the Bus" school supply drive. This gives their employees the opportunity to provide pencils, notebooks, crayons, and other important classroom supplies to homeless students throughout our district. Finally, Ocala Health sponsored our first-ever Winter Reading Challenge. Thanks to their employee donations, we provided gift cards and other prizes to students at eight different schools and increased literacy outreach efforts to thousands of elementary students."

- Superintendent Dr. Heidi Maier, Marion County Public Schools

In a similar way, Ocala Health volunteers make a significant contribution to our organization every day. During 2018, our volunteers logged 22,223 hours of time to assist in the comfort and aid of our patients and their families.

During 2018, staff members and leadership supported the following community organizations:

*American Cancer Society
American Heart Association
Cornerstone School
Food 4 Kids
India Association Cultural Education Center
Marion County School of Radiologic Technology
Marion County Public Schools
Michelle-O-Gram
Ocala Rotary Club
Public Education Foundation
Reddick-Collier Elementary School
United Way of Marion County*



Consult-A-Nurse

Your Healthcare Hotline

When you need healthcare information or help finding a physician, our healthcare hotline is there with services that are fast, convenient, and free. Our registered nurses are at your service 24 hours a day, 7 days a week. Healthcare answers are just a phone call away. 1-800-530-1188

Physician Referral Services

We understand how challenging it can be to find a physician to meet your needs. Whether you're new to the area or exploring your options, there are many things you will need to consider before establishing a relationship with a physician, including:

- Medical skills and experience
- Someone you and your family feel comfortable with
- Convenient location and office hours. If same or next-day appointments are important to you, please ask.
- Your insurance plan and healthcare network



Free Healthcare Information

Our healthcare hotline provides free healthcare information on a variety of topics, including:

- Diabetes Education
- Imaging and Diagnostic Services
- Minimally-Invasive Surgery
- Neurology & Stroke
- Orthopedics
- Neurosurgery/Spine Care
- Rehabilitation Services
- Robotic Surgery
- Vascular Care
- Weight Loss Surgery
- Wellness Seminars
- Women's Services
- Wound Care

Freida Watson, *Cardiovascular Surgery*



"I'm grateful that I get to be with my family longer. I owe that to Dr. Osian and Ocala Health."

Freida Watson

Until last year, Freida Watson – grandmother to six and great grandmother to five – considered herself in pretty good health for a 77-year-old who had never really had any serious health problems. But last year, doctors began to worry about her climbing blood pressure and growing arrhythmia.

"I was placed on a blood thinner, but apparently it wasn't doing enough," recalls Freida. "I didn't really even think there was anything major wrong with my heart because I was able to do everything and didn't feel bad at all."

But when her primary care physician referred her to Ocala Health cardiothoracic surgeon, Dr. Omeni Osian, she began to worry a bit more. Dr. Osian's office started more in depth testing on Freida's heart and found she was in need of a fairly extensive operation.

"It turned out that I needed two heart valves replaced, and also a benign growth removed from my heart," Freida said. "In fact, the doctor told me it was a difficult surgery and they hadn't had anything like it there before. I just felt very lucky that I got to Dr. Osian in time to fix it."

Freida underwent surgery to have valves replaced and a benign growth removed, and was in the hospital for several days afterwards. When she left the hospital, she was treated in a rehab facility for a month and then was allowed to go home under the care of her three daughters. They took turns staying with their mother and caring for her during her recovery.

"I had no idea my heart was in the condition it was apparently in, and I feel like I owe Dr. Osian and his staff my whole life. They were just excellent in every way, and so was everyone in the hospital. I couldn't have asked for better care."

Freida now keeps busy with her family and her part time job at Publix. She gathers with her family as often as possible and even likes to go camping occasionally.

"I'm grateful that I get to be with my family longer. I owe that to Dr. Osian and Ocala Health."

Shirlene Bonsignore, Breast Cancer

Shirlene Bonsignore was not really interested in following up with her yearly mammogram. Even though she had a family history of breast cancer, she didn't want to think about the possibility that it could happen to her.

"My primary care doctor insisted I do a follow up to my mammogram, and I didn't want to go. I put it off for over a year. And finally she said she'd make the appointment for me and make sure they did all the tests I needed in one day so I didn't have to go back." After that follow up, in October 2018, Shirlene's doctors told her they found something abnormal and needed to perform a biopsy.

When that biopsy also came back abnormal, Shirlene was referred to Dr. Georgios Rossidis, an Ocala Health surgeon. "What could have initially been a very scary and traumatic situation, was made so streamlined and easy with the staff in Dr. Rossidis' office. They were truly fantastic. I had to do nothing - which is good because I was ready to run out of the office." Shirlene was scheduled for a lumpectomy to remove the abnormal cells. But she didn't get the answers she was hoping for afterwards.

"We expected it to be benign. Everyone did. And when I went into the office to follow up, they had to tell me that I had cancer," Shirlene remembers. Instead of sending her home with this news and giving her time to dwell on her diagnosis, an Ocala Health Cancer Navigator was immediately introduced to her and staff was walking her through next steps, procedures, insurance protocols, etc.

"They really empowered me by knowing what I needed before I even knew," she says. "I was not just any patient - every person that I work with at Ocala Health knows me as a person and doesn't allow me to break down or get stuck because I'm still going through it." Shirlene is currently awaiting further testing to see what additional treatment she'll need to have.

"The team at Ocala Health has literally saved my life. You don't even know you need them until you do."



"What could have initially been a very scary and traumatic situation, was made so streamlined and easy with the staff in Dr. Rossidis' office. They were truly fantastic. I had to do nothing - which is good because I was ready to run out of the office."

Shirlene Bonsignore

Rosemary Pagano, *Neurosurgery*



"The first step I took we all cried for joy. I walked 80 feet, which doesn't sound like a lot, but it felt like miles."

Rosemary Pagano

On June 18, Rosemary Pagano fell in her home around 2:30 in the afternoon. She found herself unable to get up, so like many people who live alone, she had to wait until someone came over to find her. Luckily, she had scheduled a grocery delivery later that day, and didn't have to wait long.

"It was very scary, because even though I didn't hit my head, somehow I wasn't able to stand," Rosemary remembers. She was eventually admitted to an area hospital and then transferred to a skilled nursing facility. She had numerous tests and treatments from doctors, and was still unable to stand. "I cried my eyes out for a month there."

"When I was finally able to open my hand enough to dial the phone, I called the neurosurgeon who had previously operated on my back, but he had apparently moved away. So I was referred to Dr. Main. He literally saved my life."

When Ocala Health neurosurgeon Dr. John Main saw the images from Rosemary's latest MRI, he was stunned that doctors hadn't taken action yet. "He told me that I needed to have emergency surgery on my neck or I may never get out of bed again."

Apparently the spacing between vertebrae in Rosemary's neck had been virtually eliminated by the fall, and bone was rubbing against bone. Rosemary was moved immediately to Ocala Regional Medical Center and the next morning, Dr. Main fused vertebrae #3-7 on Rosemary's neck. "If it wasn't for Dr. Main I wouldn't be where I am. He's a really good guy and has such a great bedside manner. He really made me feel good," Rosemary says.

After her surgery, Rosemary was transferred to Avante at Ocala rehab facility where she participated in physical and occupational therapy. "The first step I took we all cried for joy. I walked 80 feet, which doesn't sound like a lot, but it felt like miles."

Rosemary was able to go home after two months in rehab, and is now back to doing most things on her own. She still walks with a walker, but can manage the steps up to her front door and inside her home. "I know recovery takes a while and I'm just trying to go slow and take care of myself while I get stronger," she says. "I'm so grateful to Dr. Main for giving me my life back."

Paula Batsel, Orthopedic Surgery

At 63 years old, Paula Batsel is still an extremely healthy and active woman. She was a competitive tennis and volleyball player, a cheerleader and ballet dance in her school days, and has been a volleyball coach in Ocala for over 25 years. She was an all-around athlete and is still very fit in her early 60s. And although she was always smiling and happy, she was struggling with a secret pain.

"About 15 years ago, my knees – both of them – really started bothering me," Paula says. "I assumed it was just part of getting old because I had never really injured them. I just thought I needed to work harder to stay in shape as I got older."

Paula pushed through the pain and kept being active. She coped with the growing pain in her knees for years by doing acupuncture and massage. Eventually, after years of continuing wear and tear, Paula had to acknowledge the pain. She was actually getting shorter because the bowing in her legs and knees was so severe.

"On a scale of 1-10, my pain was a 47," Paula remembers. "It affected everything in my life – from parking at stores to walking to the bathroom. My knees were literally bone on bone for years, and I kept going. I got so many opinions from different doctors, and they all told me I needed full knee replacements, but I just didn't want to believe it."

But Paula's desire to be active and keep up with her coaching and her five grandchildren eventually won over her fears. She met with Ocala Health orthopedic surgeon, Dr. James Duke, and agreed to have both knees replaced. "Dr. Duke was highly recommended by a lot of people I know, and his bedside manner was just remarkable. He and his staff explained everything so well, I knew exactly what I was getting into and what was expected of me afterwards."

On April 30, Paula underwent double knee replacement. The surgery went very well and she was up walking later the same day. Two days later, she was able to climb stairs and walk out of the hospital and go home.

Paula's quick recovery surprised everyone – even her. She completed full rehab in only two weeks. "I really credit my success after the surgery to Dr. Duke's innovative post-

surgical prep. The stitches he used and the plastic wrapping around my incisions was a new approach that enables patients to start moving around quicker after surgery with less pain. Honestly," Paula recalls, "I hardly had ANY pain after the surgery."

"I had my knees replaced for me, but also for the young girls I coach and my grandchildren. I want them to see an active, healthy, fun woman – and I couldn't be that anymore until I had the surgery."



"I really credit my success after the surgery to Dr. Duke's innovative post-surgical prep"

Paula Batsel

Jennifer Deen, *Bariatric Surgery*



"I was scared. My parents were scared, but I knew I needed to move forward, and Dr. Caban really was great about helping to calm me down."

Jennifer Deen

Jennifer Deen has struggled with weight all her life. But at 37 years old, her health became a growing concern to her and her doctors. Jennifer's cholesterol and blood pressure was way too high and her Type 2 diabetes was getting out of control. At 275 pounds, she found any kind of physical activity difficult. Climbing stairs was hard and she found herself constantly out of breath.

"My joints hurt, and basically I was just very uncomfortable all the time," Jennifer remembers of her heaviest days. "I was in the ER a couple times a week for my high blood pressure, and I continued to struggle with depression and overeat. I finally decided enough was enough."

Jennifer made an appointment with Dr. Angel Caban, an Ocala Health bariatric surgeon, to discuss her options. She decided to move forward with gastric bypass and started the process of moving towards surgery. "It isn't easy. You can't just go in to have the surgery and be done," Jennifer says. "It's a giant approval process, with physical and psych evaluations, and then doing the liquid diet before to prep your body for the surgery."

When the day of surgery finally came, Jennifer was a bundle of nerves. "I was scared. My parents were scared, but I knew I needed to move forward, and Dr. Caban really was great about helping to calm me down."

After a successful surgery, Jennifer was on a liquid diet for two weeks and then moved on to baby foods and eventually was able to transition to a normal diet. "I'm still learning what I can and can't eat," she says. "I eat much smaller portions and get full a lot quicker which is the point of the surgery. But you have surgery on your stomach, not your mind, so those cravings and wanting to overeat never really goes away. It's something you have to continue to work through."

Since her surgery, Jennifer has been able to be more active and has gotten down to the goal weight that Dr. Caban set for her. At 150lbs, Jennifer is able to be more active and finds exercise and getting around much easier.

"The biggest thing I've noticed since the surgery is the confidence I have in myself," Jennifer notes. "I actually went back to school six months after the surgery and that's something I never would have had the confidence to do before." Jennifer is working towards her degree in Psychology and wants to work with eating disorder patients after she graduates.

Jeff Harvey, Wound Care

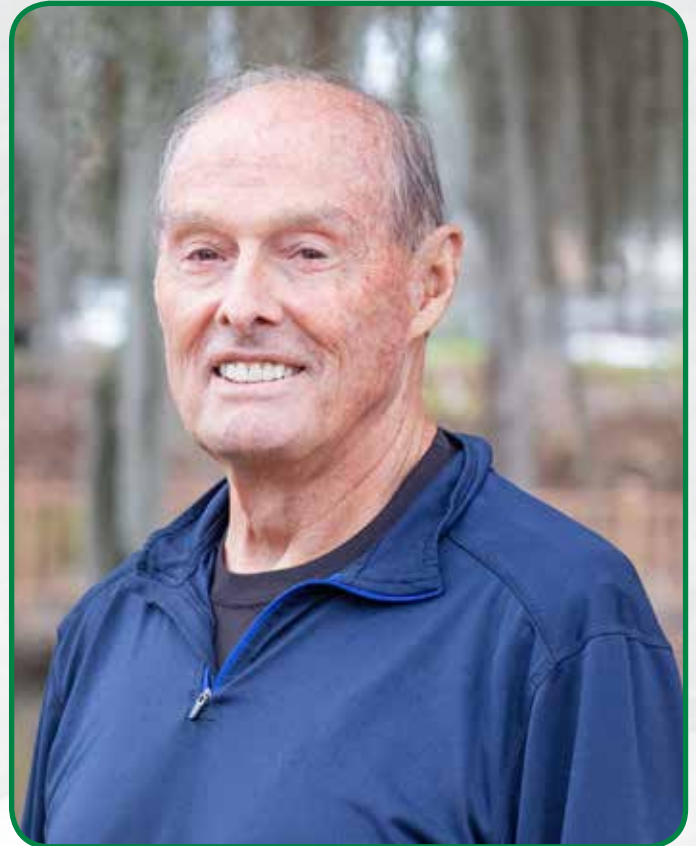
Seventy-seven year old retired Army officer, Jeff Harvey, was working in his back yard one afternoon last year when he tripped over a rotten stump into some vines and got a sizable gash on the back of his leg. "I just cleaned it up, and figured it would heal on its own just like any other wound I've ever had," recalled Harvey, "It was tough to see it and treat it on the back of my leg like it was, but I thought it was healing up fine until it wasn't."

Mr. Harvey was referred to the Ocala Regional Wound Care Center, and met with physician Dr. Karla Joviak. He went to the Wound Care Center once a week for three months in order to have his wound heal properly. "At first, in order to get the gash to heal up like its supposed to, she had to re-wound me essentially. And then every week they'd re-do the dressing and clean it up and put on new wraps and things to get it to heal," Harvey says.

"The doctors, nurses and ALL the staff at the Wound Care Center are just exceptional. They treat some disgusting looking things day after day with so much grace and professionalism that I was very impressed. And they do it every day with a smile," Harvey says of his experience.

After his initial wound healed, Harvey injured himself again. "I didn't even mess around with trying to get it to heal up on my own. I just went straight into the Wound Care Center and asked them to treat me again."

After Jeff Harvey's second wound healed, he went back to visit the doctors and nurses who treated him and brought them small gifts of gratitude. "As a former professional, I really appreciate people who do their job every day with a great attitude and a little bit of humor. They always made my treatments as pleasant as possible and I just wanted them to know that I appreciated them so much."



"The doctors, nurses and ALL the staff at the Wound Care Center are just exceptional. They treat some disgusting looking things day after day with so much grace and professionalism that I was just blown away. And they do it every day with a smile."

Jeff Harvey

Vail Conn, Electrophysiology



"They thought the flutter was triggering the AFib, and then the doctors determined that I needed a pacemaker. It was a lot to handle in a short time, and I'm grateful to the doctors and nurses at Ocala Regional who tried to make me feel as comfortable as possible."

Vail Conn

Vail Conn thought she was just getting older and more tired than usual. At 71 years old, she found herself short of breath and just generally more tired doing activities her body should have been used to. "I was in excellent health, or so I thought," she recalled. But when I went to have a check-up after my cataract surgery, the doctor discovered I had AFib and sent me to see a cardiologist."

She was referred to Dr. Bosede Afolabi, a leading Ocala Health cardiologist, who officially diagnosed her with Atrial Fibrillation and she underwent further testing and trial medications. She wasn't able to take some of the medications that are typically prescribed for AFib, so they tried a procedure called a cardiac conversion where they shock the heart to try to jump it back to a normal rhythm.

"When that didn't work, I went to Ocala Regional Medical Center to have an ablation and was diagnosed with a heart flutter," Vail says. "They thought the flutter was triggering the AFib, and then the doctors determined that I needed a pacemaker. It was a lot to handle in a short time, and I'm grateful to the doctors and nurses at Ocala Regional who tried to make me feel as comfortable as possible."

When Vail had the procedure to put in her pacemaker, she was in the Intensive Care Unit at Ocala Regional for over a week. "The staff at the hospital and especially in the ICU are some of the most caring and attentive people I've ever met," she says. "They talked to me seriously about my concerns and really made me feel heard."

After her procedure, Vail was supposed to rest and refrain from most physical activities for a few months. She obeyed her doctor's orders, but is very happy to be getting back to activities she loves. She's already back to golfing, bowling and walking her two chocolate labs. "It was an ordeal to get here," Vail says, "but I feel great again and I owe that to the doctors and staff of Ocala Health."

Rayan Massini, *Trauma Services*

Rayan Massini awoke in the hospital in a lot of pain. He was confused and didn't know where he was or why he was there. He had no recollection of the severe motorcycle accident that nearly took his life nearly one month prior.

"When I woke up, I didn't know what had happened," Rayan recalls. "Apparently I had been fighting for my life and hooked up to a ventilator that breathed for me for the past 23 days."

Rayan's accident was serious. While his head was thankfully uninjured, he suffered many broken bones, two collapsed lungs, a broken pelvis and a lot of internal bleeding. Witnesses to the accident called the police and ambulance immediately and Rayan was taken into the ER at Ocala Regional Medical Center. "My mom told me she actually came upon the accident and saw my bike, which must have been terrifying. By that time, I had already been taken in the ambulance, so she met us there," Rayan said.

His parents – so surprised and grateful that Rayan even woke up and managed to breathe on his own – explained to him that doctors and nurses had told them to prepare for the worst. "They didn't think I could survive all the injuries," Rayan said. "But the doctors at Ocala Regional saw that I was really fighting and did everything they could to keep me alive."

Rayan was hospitalized for three months after his accident, had multiple blood transfusions, surgeries and basically had to learn to walk again. "After being in the hospital bed for months, my muscles just weren't strong enough to hold me up. It was like being a baby again."

Rayan was released from the hospital on December 18, 2018 – a month after he was supposed to be married. "We had to move the wedding back obviously because of the accident, but we're planning again." A warehouse laborer prior to his accident, Rayan is also now thinking about going back to school for physical therapy or some other form of medicine.

"The accident really opened my eyes and made me want to do more than I was doing – something better – for myself and for others." Rayan credits his incredible recovery to the doctors and staff at Ocala Health. "They couldn't believe I pulled through everything that had happened. Everyone kept calling me a miracle – and I guess I am."



"The doctors at Ocala Regional saw that I was really fighting and did everything they could to keep me alive."

Rayan Massini

Patricia, GYN



"To have a doctor tell me that it was OK to ask questions and to be nervous and to have feelings about the procedures was just a breath of fresh air."

Patricia

Patricia was just following doctor's orders when she went for her annual GYN exams. The active duty police officer began to notice some changes in her body, but figured that was normal for a woman approaching menopause. But when her initial exams showed that she had masses in her fallopian tubes, she knew she needed time to weigh all her healthcare options.

Patricia was referred to Ocala Health OB/GYN specialist, Dr. Poorti Riley, who she felt an immediate connection with. "It was a very traumatic experience because I hadn't been married or had the opportunity to have children yet, and they were talking about removing that possibility, and yet somehow, Dr. Riley just really made me feel so much more comfortable about everything."

Patricia was encouraged to do her own research and figure out what questions that she had and to come back and discuss all her options with Dr. Riley. "To have a doctor tell me that it was OK to ask questions and to be nervous and to have feelings about the procedures was just a breath of fresh air," says Patricia.

Patricia ended up having to undergo a complete hysterectomy because of many other benign masses and fibroids, a bleeding uterus and large hemorrhagic cysts. Dr. Riley used robotic-assisted technology for Patricia's surgery. Most women who had these internal issues would be on bed rest or doubled over in pain, and Patricia really surprised her doctors by having no symptoms at all.

When she woke from surgery, Patricia remembers having very little pain or even discomfort from surgery. "I wasn't able to lift anything or do anything really taxing, but I was back to work about 4 weeks after the surgery and I really felt great. I know it sounds strange, but I had kind of a new mental clarity, and I wasn't tired anymore. I think I just didn't see what all those toxins and masses were doing to my body, and once they were gone, I just felt fantastic."

Patricia credits her quick recovery and positive experience to Dr. Riley and the nursing staff at Ocala Regional Medical Center. "Everyone really cared and was so compassionate with regards to MY feelings. They really saw ME, as a person, and I really appreciated that."

Kelly Kaminski, *Emergency Stroke Care*

In October 2015, Kelly, an elementary school teacher in Marion county, was in her early 40s when she suffered her first stroke. She was taken to the Emergency Room at West Marion Community Hospital after suffering visual disturbances and general weakness down the left side of her body. The MRI's showed that it was a stroke in her brain stem, but luckily after 24 hours in the hospital, Kelly had no residual symptoms and was released.

"I followed up with a hematologist and had tests and blood panels taken," Kelly remembers, "but there were no disease or genetic disorders that would cause a stroke. But because everyone was so calm and soothing in the hospital, I guess I didn't even realize that even this small stroke could have been life threatening." Doctors determined that Kelly's blood was hyper coagulating. "That's a fancy way of saying my blood is a little too thick - too sticky." She was prescribed a regimen of aspirin and medicine to control blood pressure and hoped that would be all she needed.

In October 2018, Kelly was walking down the hallway at the elementary school when she suffered the same visual disturbance. "I recognized what it was immediately, called my husband and he took me back to the ER at West Marion," Kelly says. "Since it was my second stroke, this time the stroke team was paged and it was a very different experience. Within minutes, I was triaged and on a gurney with a swarm of people around me with equipment and tests and everyone was hurried and talking quickly. I felt like I was on the set of a medical drama!"

This time, Kelly and the stroke team decided that a TPA, or Tissue Plasminogen Activator, was the right course of action and it was administered immediately. "It basically dissolves a blood clot and resolves the effects of the stroke, which it did almost instantly. I felt back to normal almost within the hour."

Kelly was taken to ICU for 24 hour monitoring and then spent the next 4 days in the hospital to ensure she didn't need any further therapies or monitoring. "While each stroke was different, I felt like the care I got each time was exactly what I needed. The doctors rushed when they needed to rush, but were very calming the whole time. The nurses and staff were amazing. Even though I obviously didn't want to be there, I felt very at peace there," Kelly recalls.

While the threat of another stroke will always be there, Kelly continues teaching and staying active with her husband and 3 teenagers. She's on strict orders of 45 minutes of exercise a day, various medications and a mostly plant-based diet. "I feel very fortunate to have basically walked away from two strokes, but how many can one person have before there's some kind of residual trauma - how many times am I going to get lucky?" For now, Kelly says she's decided to live life to the fullest and trust that experts like the stroke team at West Marion Community Hospital is there to take care of her in case there's a next time.



"The doctors rushed when they needed to rush, but were very calming the whole time. The nurses and staff were amazing."

Kelly Kaminski

Looking to the Future

Expanding to Better Serve the Community



Ocala Health will continue to invest in expanding facilities and adding new programs and services in 2020. Starting this summer, Ocala Regional will begin an expansion in which 34 more beds dedicated to cardiovascular services will be added. The project at Ocala Regional Medical Center will add nearly 29,000 square feet of new space dedicated to cardiovascular inpatient services. The latest project will include the addition of 34 inpatient beds, bringing the total to 290 inpatient beds. These 34 beds will create a new, dedicated cardiac unit which will include a 10-bed CVICU, 8-bed CV step-down, and 16-bed cardiac procedural. This unit is scheduled to open in December 2020.

An additional \$27M project will be taking place at West Marion Community Hospital in which nearly 13,000 square feet of new space will be added. This project will include the addition of a second cath lab and addition of a dedicated 10-bed, pre-post cath lab recovery unit. This expansion project also includes the addition of two large operating suites and support areas, bringing the total to 10 operating rooms.

Freestanding Emergency Departments

As a means to improve access to local high-quality care, Ocala Health will be adding two additional freestanding emergency departments throughout Marion and Sumter Counties. Ocala Health opened its first freestanding emergency department in Summerfield (Summerfield ER) in October 2016. Ocala Health is currently building a freestanding emergency department (Maricamp ER) on Maricamp Road in Ocala which will open later this year and an additional freestanding emergency department in Trailwinds Village on 466A near the intersection of Buena Vista Blvd.



Leadership Team

OCALA HEALTH LEADERSHIP



Chad Christianson – Chief Executive Officer
Ocala Health



Ginger Carroll – Chief Executive Officer
West Marion Community Hospital



Scott Hankinson – Chief Financial Officer
Ocala Health



Gabe Bullaro – Chief Operating Officer
Ocala Health



Sabrina Braun – Chief Nursing Officer
Ocala Regional Medical Center



Michelle Farris – Chief Nursing Officer
West Marion Community Hospital



Art Osberg, MD – Chief Medical Officer
Ocala Health

OCALA HEALTH BOARD OF TRUSTEES

Steve Hollosi
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S. Clevinger, MD
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Available Services

- 24/7 Emergency Services
- 24/7 Trauma Center
- Verified by The American College of Surgeons Committee on Trauma
- Bariatric Surgery
- Cardiovascular
- Interventional cardiac catheterization labs
- Electrophysiology lab
- Take Charge! Cardiac Rehab
- *Ocala's only accredited cardiovascular rehab center*
- Critical Care
- Diagnostic Imaging
- Board certified and fellowship-trained radiologists
- Dialysis
- Gastroenterology
- Medical - Surgical
- Wound care program
- Neurosurgery
- Spine surgery program
- Board certified neurological surgeons
- Dedicated neuro unit with specialty-trained nursing staff
- Oncology
- Marion County's only comprehensive cancer program accredited by the Commission on Cancer
- Multidisciplinary treatment team
- Oncology nurse navigators
- Patient resource room
- Orthopedics
- Total joint program for hips, knees, shoulders
- Robotic-assisted surgery
- Outpatient Infusion Center
- Pulmonary/Respiratory
- Full range of pulmonary function testing on an inpatient and outpatient basis
- Bronchoscopy including EBUS and Navigational
- Rehabilitation
- Physical therapy
- Occupational therapy
- Surgery
 - Open Heart
 - Neurosurgery
 - Urology
 - Robotic Surgery
 - Orthopedic
 - Bariatric
 - General Surgery
 - Gynecologic
 - Plastic Surgery



Ocala Regional Medical Center
1431 SW First Avenue
Ocala, FL 34471



Ocala Health

Ocala Regional Medical Center
West Marion Community Hospital
Advanced Imaging Centers
Family Care Specialists
Ocala Health Heart & Lung Surgery
Ocala Health Neurosurgical Group
Ocala Health Surgical Group
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Summerfield ER



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