



Value Report 2018

ORLANDO
HEALTH®

Network



LETTER FROM THE CHAIRMAN

Dear Friends and Network
Colleagues,

Once again, I am delighted to share with you our Orlando Health Network Annual Value Report. The contents of this report prove testament to the commitment we collectively share to deliver higher quality, lower cost care to our patients and families through value-based payment models and the use of patient-centric best practices. Having sustained this commitment over time has led to a substantial body of evidence demonstrating our effectiveness in working together. We present those findings here to recognize the efforts our providers have made to date, but also to reinforce these efforts are actually driving significant cost and quality improvements to our patients and families.

Today, as the region's largest and highest performing clinically integrated network, we now:

- Cover more than 200,000 lives
- Include more than 2,500 physicians
- Support 300 primary care offices
- Offer 100+ specialties and subspecialties
- Feature 58 outpatient centers
- Partner with 20+ urgent care centers
- Include 12 network emergency rooms
- Operate nine award-winning hospitals

These figures are extraordinary, and they will continue to grow as we expand our services and network footprint. It is through our provider network development and growth that we are able to continuously deliver the highest levels of population health to the communities we serve. These efforts are not going unnoticed.

Our unwavering dedication to improving care delivery in Central Florida continues to receive acclaim. In 2017 alone, Orlando Health Network hospitals gained multiple recognitions for the quality of care delivered from

organizations including The Leapfrog Group and *U.S. News & World Report*. Additionally, for the fourth year in a row, Orlando Health has been recognized by the prestigious *Becker's Hospital Review* as one of the Top ACOs to Know.

In this edition of the Annual Value Report, many noteworthy achievements in our value-based care journey are highlighted. We also touch on new partnerships that will propel us forward in providing greater value to more lives in our market. Through these continued and new partnerships, we will build upon our foundational success to accomplish even more together as we forge into a new era of healthcare together.

Finally, as we evolve as a leading clinically integrated network, we must recognize the amazing work our network does on a daily basis. I would like to take this opportunity to express my appreciation for you as a fellow provider in the Orlando Health Network. I would also like to recognize our Orlando Health Network and Orlando Health staff, which have been fully committed to supporting our network practices for years as we have collaboratively worked to deliver value-based care to our market. It is these heartening efforts of togetherness that differentiate our Network and make me genuinely optimistic about the future of healthcare in Central Florida.

It is truly an honor and privilege to be a part of this exceptional team we call the Orlando Health Network and I thank you for your participation, dedication and passion you bring to our Network.

Warmest Regards,

A handwritten signature in black ink, appearing to read "John Cappleman".

John Cappleman, MD
Board Chairman
Orlando Health Network

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A photograph of a female doctor in a white lab coat with a stethoscope around her neck, looking down at a clipboard. She is smiling and talking to an elderly male patient with grey hair, who is also smiling. The patient is wearing a light blue polo shirt. The background is a blurred clinical setting.

Medicare Shared Savings Program (MSSP)

Orlando Health began its transformational journey toward value-based care when it became the first hospital-led MSSP Accountable Care Organization (ACO) in the state, operating as Collaborative Care of Florida, in 2013. Under this ACO agreement with the Centers for Medicare and Medicaid Services (CMS), Orlando Health was tasked with delivering higher quality, lower cost care to its aligned Medicare beneficiaries.

Since inception into MSSP, the Collaborative Care of Florida ACO has proven to be among the lowest cost ACOs nationally and one of the top performers in Florida in managing expenditures. In fact, through five completed performance years (2013-2017), Collaborative Care of Florida has generated more than \$18.8 million in cost savings to CMS. Concurrently, the ACO has been consistently ranked among the highest in quality performance year over year.

Orlando Health became the first hospital-led MSSP Accountable Care Organization (ACO) in the state of Florida.



Medicare Shared Savings Program

2017 Quality Measure Results – Collaborative Care of Florida, LLC

Domain	Measure	Measure Name	ACO Performance*	National ACO Performance**
Patient/Caregiver Experience	ACO-1	CAHPS: Getting Timely Care, Appointments and Information	74.86%	80.60%
	ACO-2	CAHPS: How Well Your Providers Communicate	93.26%	93.13%
	ACO-3	CAHPS: Patients' Rating of Provider	91.75%	92.31%
	ACO-4	CAHPS: Access to Specialists	84.37%	83.32%
	ACO-5	CAHPS: Health Promotion and Education	64.57%	62.30%
	ACO-6	CAHPS: Shared Decision Making	75.32%	75.85%
	ACO-7	CAHPS: Health Status/Functional Status	72.59%	73.05%
	ACO-34	CAHPS: Stewardship of Patient Resources	24.06%	25.68%
Care Coordination/ Patient Safety	ACO-8	Risk Standardized, All Condition Readmission	15.41%	15.01%
	ACO-35	Skilled Nursing Facility 30-day All-Cause Readmission measure	20.11%	18.46%
	ACO-36	All-Cause Unplanned Admissions for Patients with Diabetes	50.38%	53.95%
	ACO-37	All-Cause Unplanned Admissions for Patients with Heart Failure	68.76%	79.16%
	ACO-38	All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions	53.96%	61.74%
	ACO-43	Ambulatory Sensitive Condition Acute Composite (AHRQ* Prevention Quality Indicator (PQI #91)	1.41%	1.93%
	ACO-11	Percent of PCPs who Successfully Meet Meaningful Use Requirements	100.00%	82.72%
	ACO-12	Medication Reconciliation	52.42%	75.32%
	ACO-13	Falls: Screening for Future Fall Risk	97.55%	74.38%
	ACO-44	Imaging Studies for Low Back Pain	69.70%	67.32%
Preventive Health	ACO-14	Preventive Care and Screening: Influenza Immunization	90.77%	72.52%
	ACO-15	Pneumonia Vaccination Status for Older Adults	87.77%	72.92%
	ACO-16	Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up	86.35%	70.69%
	ACO-17	Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention	98.36%	90.48%
	ACO-18	Preventive Care and Screening: Screening for Clinical Depression and Follow-up Plan	73.55%	61.98%
	ACO-19	Colorectal Cancer Screening	77.38%	64.58%
	ACO-20	Breast Cancer Screening	78.09%	70.05%
	ACO-42	Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	87.18%	79.89%
At-Risk Population	ACO-40	Depression Remission at Twelve Months	12.73%	7.93%
	Diabetes Composite	Diabetes Composite (All or Nothing Scoring)	50.08%	44.55%
	ACO-27	Diabetes Mellitus: Hemoglobin A1c Poor Control	10.52%	16.74%
	ACO-41	Diabetes: Eye Exam	53.59%	50.37%
	ACO-28	Hypertension (HTN): Controlling High Blood Pressure	75.25%	71.47%
	ACO-30	Ischemic Vascular Disease (IVD): Use of Aspirin or Another Anti-thrombotic	88.86%	86.86%

*Green shading signifies the Collaborative Care of Florida, LLC, ACO performed above the national average ACO performance for each metric indicated. Yellow shading signifies the ACO performed below or statistically similar with the national average ACO performance for each metric indicated.

**The values represent the average performance across all MSSP ACOs nationally in Performance Year 2017.

Commercial ACO Performance



Cigna

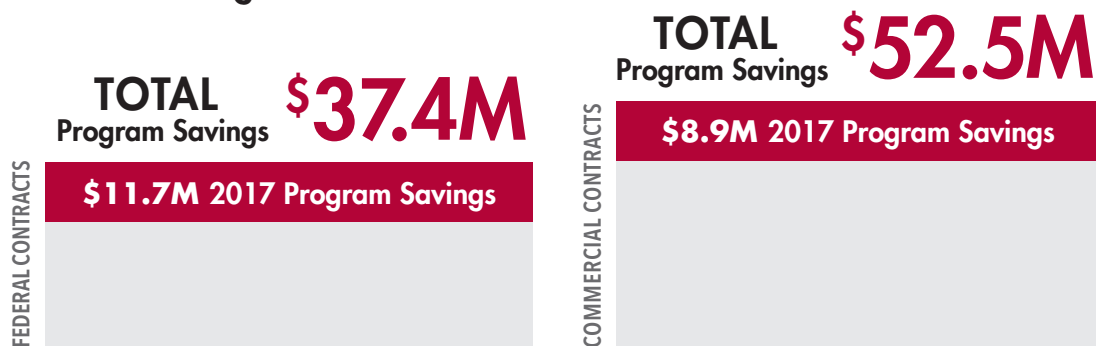
Cigna Collaborative Accountable Care

2017 Physician Quality Reporting Summary

Domain	Quality Measure	Orlando Health Network Performance*	Market Performance
Preventive	Breast Cancer Screening	79.2%	75.4%
Preventive	Chlamydia Screening	51.7%	50.3%
Preventive	CAD Statin Use	69.0%	64.1%
Preventive	Depression Medication Management	39.0%	38.5%
Well Care Visits	Adolescent Well-Care Visit	65.9%	56.3%
Well Care Visits	Infancy Well-Child Visit	78.2%	73.9%
Diabetes Care	Diabetic Retinopathy Monitoring	22.2%	20.4%
Diabetes Care	Diabetic Nephropathy Monitoring	87.9%	85.9%
Diabetes Care	Diabetic HbA1c Poor Control (>9.0%)	87.8%	87.6%
Diabetes Care	Diabetic HbA1c Results Less Than 8.0%	78.3%	75.9%
Diabetes Care	Diabetic Statin Use	79.9%	80.0%
Utilization	Low Back Pain Imaging Use	73.8%	73.8%
Utilization	Pediatric Pharyngitis Antibiotic Use	93.2%	85.7%
Utilization	Acute Bronchitis Antibiotic Use	30.8%	41.4%
Utilization	Pediatric URI Antibiotic Use	94.8%	88.7%
Physician Quality Performance Measures - Summary		14/15 Physician Measures Achieved	

*Green shading indicates Orlando Health Network participating providers performed statistically better than the market for each indicated metric in the 2017 Performance Year. Yellow shading indicates an opportunity for improvement relative to the market based on 2017 results.

Total Shared Savings Generated



*ACO and bundled payment program savings generated from 2013, 2014, 2015, 2016 and 2017 performance years.



Florida Blue Accountable Provider Organization

2017 Hospital and Physician Quality Reporting Summary

Domain	Quality Measure	Orlando Health Network Performance*	Market Performance
Quality	Blood Clot/DVE Prevention and Treatment	0.0%	1.0%
Experience	How do patients rate the hospital overall?	93.0%	85.0%
Experience	How often did nurses communicate with patients?	96.0%	93.0%
Experience	How often did doctors communicate with patients?	95.0%	78.0%
Readmissions	30-Day Readmission Rate for Heart Attack	As Expected	N/A
Readmissions	30-Day Readmission Rate for Heart Failure	As Expected	N/A
Readmissions	30-Day Readmission Rate for Pneumonia	As Expected	N/A
Infection Rate	CLABSI in ICUs and Select Wards**	19.00 Reported	36.11 Expected
Infection Rate	Surgical Site Infections from Colon Surgery**	17.00 Reported	19.25 Expected
Care Improvement	Participation in the NSQIP Registry	Yes	N/A
Hospital Quality Performance Metrics - Summary		10/10 Hospital Quality Metrics Achieved	
Physician Quality	Cervical Cancer Screenings	67.90%	62.80%
Physician Quality	Diabetes Care: HbA1c Screenings	92.17%	90.99%
Physician Quality	Diabetes Care: Nephropathy Monitoring	91.63%	89.58%
Physician Quality	Colorectal Cancer Screenings	64.39%	59.62%
Physician Quality	Appropriate Treatment for Pediatric URIs**	9.14%	15.37%
Physician Quality Performance Measures - Summary		5/5 Physician Measures Achieved	

*Green shading indicates Orlando Health Network participating providers performed statistically better than market for each indicated metric in the 2017 Performance Year.

**Inverse quality measure where a lower value is preferred.

TEAM MEMBER PLAN
WITH OVER

4,200
PROVIDERS

200,000
COVERED LIVES IN
ORLANDO HEALTH®
NETWORK

NEARLY

300
PRIMARY CARE
LOCATIONS

Bundled Payments

Bundled Payments for Care Improvement (BPCI)

Orlando Health began participating in the voluntary Bundled Payments for Care Improvement (BPCI) initiative set forth by CMS in July 2015. Under this program, Orlando Health and select Orlando Health Network specialty physicians worked to drive or maintain high levels of quality while simultaneously reducing overall spend for several episodes of care.

BPCI's payment model put Orlando Health at significant financial risk if performance targets were not achieved; thus, it was imperative to work closely with the specialty providers to focus on cost management opportunities across the continuum, from the physician office to the hospital to the post-acute settings of care, and everything in between.

Immediately upon receiving program data, the Network actively began working on ways to redesign care, increase patient education, and engage post-acute providers in the bundled payment program to better manage episodic expense. Through a variety of operational pilots, successful pathways were established at the Orlando Health Network hospitals that helped to drive significant savings on hospital services, readmissions, skilled nursing utilization, drug costs and durable medical equipment.

Moreover, and more importantly, patients were able to reap the benefits of better process and ultimately better outcomes, such as earlier mobilization following their hip or knee surgery and increases across the board in discharge rates to home.

To date, Orlando Health Network has saved more than \$20 million in the BPCI program for its performance in Lower Extremity Joint Replacement (2134 Cases), Congestive Heart Failure (777 Cases), Transient Ischemic Attack and Stroke (536 Cases), and Coronary Artery Bypass Graft (205 Cases) episodes of care. The BPCI program concluded its initial term at the end of September 2018.

Comprehensive Care for Joint Replacement (CJR)

Beginning October 2018, a new mandatory federal program for hospitals performing hip and knee replacements went into effect known as the Comprehensive Care for Joint Replacement (CJR) program. The framework of CJR is largely parallel that of BPCI in that the Orlando Health Network hospitals are accountable for cost, quality and patient satisfaction outcomes. Orlando Health hospitals are partnering closely with Orlando Health Network specialty physicians on efforts to perform highly in this program, as well.

Optum Spine and Joint Surgery (SJS) Program

Orlando Health Network recently launched a regionally exclusive partnership with Optum (a member of the United Healthcare Group) for its Center of Excellence Program on Spine and Joint Surgery (SJS) cases, thereby making it the first organization in Florida with such an arrangement and among a prestigious list of participating organizations across the country.

The Optum partnership involves a bundled payment model targeted at commercial populations. Under the program model, enrollees including several national and local employer accounts, have access to care at enhanced member benefits for three types of bundled payment surgical cases, including: hip and knee joint replacement, lumbar spinal fusion, and cervical spinal fusion.

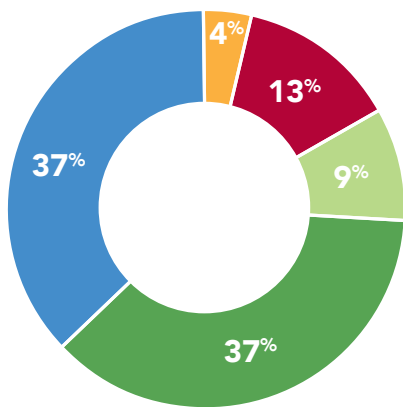
The major benefits of the program for patients are:

1. Reduced hospital lengths of stay
2. Reduced inpatient readmission
3. Fewer surgical-site infections
4. Access to dedicated care coordinators
5. Zero/Low out-of-pocket member expense

Network Updates

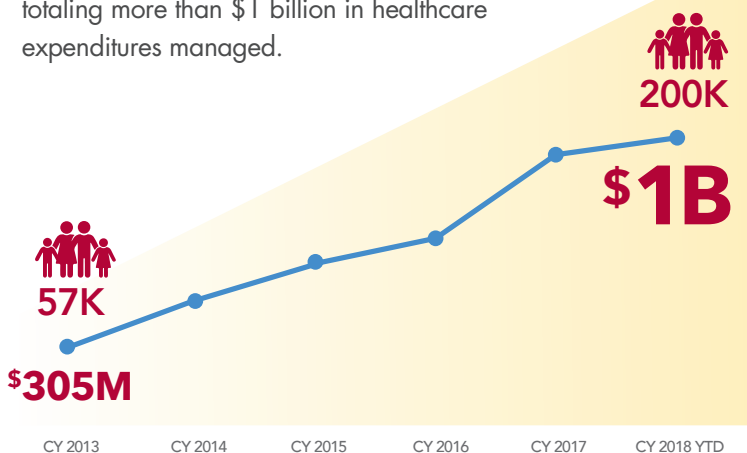
Network Growth and Performance

The Orlando Health Network has grown rapidly since its inception. Today, the network features more than 4,200 providers, including 2,500 physicians, and spans seven counties in the Central Florida marketplace.



- OH Employed Primary Care
- OH Employed Specialty Care
- Community Primary Care
- Community Specialty Care
- Other Adv Practice Providers

As the Network has grown, the total managed patient population has increased nearly 250% since 2013 to now include over 200,000 lives, totaling more than \$1 billion in healthcare expenditures managed.



TOTAL CARE GAPS CLOSED

78,600+

2017 Care Gaps closed in MSSP, Florida Blue and Cigna Populations

CARE MANAGEMENT PATIENTS



1,346

COMPLEX PATIENTS ENROLLED ACROSS OUR ACO'S CARE MANAGEMENT

350

REMOTE PATIENT MONITORS

RPM Kits available for Network COPD, CHF and CABG Patients

ER CONVERSION RATE

17%

Fewer Hospital Admissions from the ER at Orlando Health vs. Market Hospitals



CANCER Detection Rate

12%

Patients positively identified in Colorectal Cancer Screening Campaign

4.4%

Admissions per 1k Rate Reduction Reduction in Commercial Population Inpatient Admissions between 2016-2017

#1 NETWORK IN CENTRAL FLORIDA

OHN is the Largest, Most Established and Highest Performing Network in the Region

Network Updates

Aetna

Aetna recently revealed it was entering into an exclusive partnership with Orlando Health Network to launch their Aetna Whole Health product in the local Orlando market. Under the Aetna Whole Health product, the provider network will work to drive significant cost savings to employers who enroll in the plan while ensuring higher levels of quality performance as demonstrated by a variety of nationally recognized quality indicators, such as cancer screenings and diabetic management, among many others.

The Orlando Health Network exclusive Aetna Whole Health is rolling out in early 2019. Participating providers in this purposefully constructed high-performance network will receive the benefit of (1) continued access to their Aetna membership at current Aetna rates, and (2) potential for shared savings incentive payment with potential financial risk covered by the Network.

Disney

In January 2018, Disney launched a medical benefit option steered toward the Orlando Health Network, designed to drive the Triple Aim, and hold Orlando Health Network financially accountable to meeting those objectives. This new relationship now represents the largest of what are known as “direct to employer” arrangements in the nation. Through this partnership, Orlando Health Network and Disney aim to meaningfully improve the outcomes of care for the employer’s population while also significantly bending the ever-rising cost curve described earlier.

Disney is a risk-based financial model, meaning providers like Orlando Health Network are held accountable to delivering improved cost and quality results. If the Network performs exceptionally against set targets, it will reap additional financial reward; conversely, if cost and quality outcomes are less than desired, the Network is required to pay shared loss payments back to the insurer. Watch for the Orlando Health Cast Advantage for Disney plan, which is rolling out in 2019.

Orlando Health Virtual Visit

Orlando Health is pleased to now offer Disney and Orlando Health employees access to virtual visits. In partnership with Teladoc, employees have 24/7 access to board-certified doctors 365 days a year from any location. Quality care can be provided via smartphone, tablet or computer, and necessary prescriptions can be sent to a pharmacy of choice. For more information visit VirtualVisit.OrlandoHealth.com.



Orlando Health Team Member

In 2018, Orlando Health introduced a new health plan to team members and families. Orlando Health Team Member Health Plan, formerly known as HealthChoice, Inc., covers 28,000 lives. The Team Member Plan offers a high-performing network with more than 4,200 providers. Orlando Health’s dedication to high quality of care is driving the network toward an Accountable Care Organization (ACO) model. The Triple Aim of high quality, reduced cost and improved patient experience will be the continuing focus of our Network.

The
Team Member
Plan offers
over 4,200
providers.





Alix Casler, MD



Daniela Serafimovska, DO

Message from Alix Casler, MD and Daniela Serafimovska, DO

First and foremost, we would like to introduce ourselves!

We are the medical directors of the Department of Population Health and Value-Based Care. Our goal is to unite the Orlando Health Network medical community in our mission to provide evidence-based, patient-centered care. In our first months on the job, we have undertaken projects such as improvement in screenings for colon cancer and mammography, as well as increasing access to Orlando Health Team Members for life-saving bariatric surgery. We also have discovered amazing unpublicized talents amongst our colleagues. In the coming months, look for value-based initiatives, such as clinical practice guidelines for MRI utilization, clear data regarding transplant centers of excellence, and spotlights on superb resources within our network.

As medical directors of our clinically integrated network, we strive to evolve a culture of connectivity and communication between clinicians. On behalf of the Orlando Health Network family, we thank all of our participating providers for their contributions to our population health efforts and dedication to the value-based journey.

About the Medical Directors: Dr. Alix Casler is a practicing pediatrician and chief of pediatrics at Orlando Health Physician Associates. Dr. Daniela Serafimovska is an internist with the Inpatient Medicine Group (IMG) at Orlando Health. She has previously served as associate director of IMG at Orlando Regional Medical Center and vice-chair of the Department of Medicine. Drs. Casler and Serafimovska trained together in Quality Improvement at the Institute for Healthcare Improvement, in Cambridge, Massachusetts.

Provider Feedback



Michael Middleton, MD

(Pediatrics - Member since 2015)

"Having data-based feedback on our practice has been a great mirror for seeing ourselves more clearly. It has helped us identify areas for improvement as well as validate current workflows that are making a difference. Additionally, it has been a great way to learn about and participate in the trend toward models of value-based reimbursement."

As an independent practice, it can be easy to feel like one is on an island and having to create all of your own connections to the larger medical community in the area. Being a part of Orlando Health Network (OHN) has improved these connections and communications. Also, as everyone is aware, improving healthcare outcomes while simultaneously lowering costs is something for which we as physicians must accept some responsibility. Involvement in a clinically integrated network is good mechanism for doing so.

The OHN administrative team has been so good about initiating regular meetings to show us how we are doing and has done so in a way that is very easy to understand. This data could be fairly complex, but they have made it really accessible. I actually look forward to the quarterly meetings and find them so informative."



Lara Hitchcock, MD, FAAP

(Family Medicine – Member since 2015)

"I am grateful to have had the opportunity to be a part of the Orlando Health Network (OHN). Being a part of this organization has made it possible for me to see the patients that work at Walt Disney World again as well as have the opportunity to see other new patients in other health plans that are a part of the Network. I have also benefitted from the time that the OHN staff has taken to explain to me how the insurance companies are compiling and using my outcomes data so that I can strive to improve my practice."

I feel that in this era of healthcare it is important to be a member of a clinically integrated network because being in such a group gives an independent doctor the information that he or she needs in order to be competitive in today's market. The commercial insurance companies do not compile and use data in the exact same way that Medicare does, so even if a doctor is a part of a Medicare ACO, it is still beneficial to that physician to be a part of a clinically integrated network, too. In my interactions with OHN, I have found the personnel to be organized, easily accessible, and very professional and approachable."



Lillian Reguero, MD

(Pediatrics – Member since 2015)

"Joining the Orlando Health Network provides a unique opportunity to serve our patients alongside a superb group of physicians and subspecialists, all with the common goal of meeting the needs of the patients and providing comprehensive medical care. Our voice is shared with other members of the network, ultimately aiming to deliver the best medical care. We work as a team!"

Orlando Health is my 'alma mater' and as such, it is my pride and joy to promote healthcare and serve our community as one of its team members."



Rafael Pinero, MD

(Family Medicine – Member since 2015)

"Joining the Orlando Health Network (OHN) has provided my office with a team of professionals working for the benefit of our patients. Being a part of OHN has provided us with the support and information to successfully lower the healthcare costs of our commercial patients while still maintaining excellent quality of care. Our OHN administrative and IT support people are a pleasure to work with. Their goal is our success."



Edgar Cruz, MD

(Family Medicine – Member since 2017)

"As an independent small practice, keeping up with the changes in the healthcare system poses a tremendous challenge. Through Orlando Health Network (OHN), we have found support and help to be able to navigate the storms of changing healthcare landscape. Seamless communication and coordination of services through a clinically integrated network is essential to improve patient care and the health of our population while reducing cost and improving patient experience and satisfaction. In our journey together, Orlando Health Network has been very responsive and helps us to interact as a team."

New Facilities

Orlando Health Medical Pavilion – Summerport

The Orlando Health Medical Pavilion – Summerport offers residents of Windermere, Winter Garden and neighboring communities a one-stop, close-to-home location for comprehensive healthcare services, including access to Orlando Health physician care.

Practices include:

- Family Medicine
- Obstetrics & Gynecology
- Orthopedics
- Pediatric Cardiology
- Pediatric Endocrinology & Diabetes
- Pediatric Gastroenterology
- Pediatric Nephrology
- Pediatric Pulmonology & Sleep Medicine
- Urology

Orlando Health Medical Pavilion – Spring Lake

The Orlando Health Medical Pavilion – Spring Lake offers residents of Dr. Phillips, Windermere and Bay Hill a convenient, one-stop location for comprehensive healthcare. One of the first full-service, outpatient medical pavilions in Florida, the 60,000-square-foot facility offers diagnostic imaging, laboratory services, a pharmacy and café, and physician practices in the following areas:

- Cardiology
- Family Medicine
- General Surgery
- Infectious Diseases
- Maternal Fetal Medicine
- Obstetrics & Gynecology
- Orthopedics & Sports Medicine
- Pediatric Gastroenterology
- Pediatric Medicine
- Pediatric Orthopedics
- Pulmonary
- Urology

Orlando Health UF Health Cancer Center – Dr. Phillips

Located on the campus of Orlando Health Dr. P. Phillips Hospital, the new Cancer Center occupies an 18,000-square-foot facility offering patients full-service cancer care provided by a multidisciplinary team of oncologists, registered nurses and medical assistants. Services include:

- Medical and radiation oncology services
- Chemotherapy, IV therapy and laboratory services
- Surgical oncology consultations
- Cancer Support Community programs
- Integrative medicine and support services

Orlando Health UF Health Cancer Center – Health Central Hospital

After five years of successfully serving the West Orange community, the Orlando Health UF Health Cancer Center in Ocoee is nearly double in size with the opening of a new, expanded 32,000-square-foot facility. Built through a partnership between Orlando Health – Health Central Hospital and the West Orange Healthcare District, the facility is located on the hospital campus and offers the following services:

- Medical and radiation oncology services
- Chemotherapy, IV therapy and laboratory services
- Surgical oncology consultations
- On-site pharmacy
- Cancer Support Community programs
- Integrative medicine and support services
- New MRI-guided radiation therapy with MRIdian®



Orlando Surgery Center

3435 Pinehurst Ave.
Orlando, FL 32804
Operational January 2019

Summerport Surgery Center

5151 Winter Garden Vineland Rd.
Windermere, FL 34786
Operational May 2019

Surgical Center of Lake Mary

In the MOB on the Orlando Health Emergency Room and Medical Pavilion – Lake Mary property off Rinehart Road, Lake Mary
Operational August/September 2019

Orlando Health Emergency Room and Medical Pavilion – Blue Cedar

Freestanding emergency department and medical pavilion with outpatient imaging, laboratory services, and primary care and specialty physician offices.

Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room and Medical Pavilion

Two-story, 40,000-square-foot freestanding emergency department and medical pavilion with an on-site laboratory, outpatient imaging and rehabilitation services.

Orlando Health Emergency Room and Medical Pavilion – Horizon West

Two-story, 78,000-square-foot freestanding emergency department and medical pavilion with 16 ER patient rooms on 1st floor and medical office space on 2nd floor.

Orlando Health Emergency Room and Medical Pavilion – Osceola

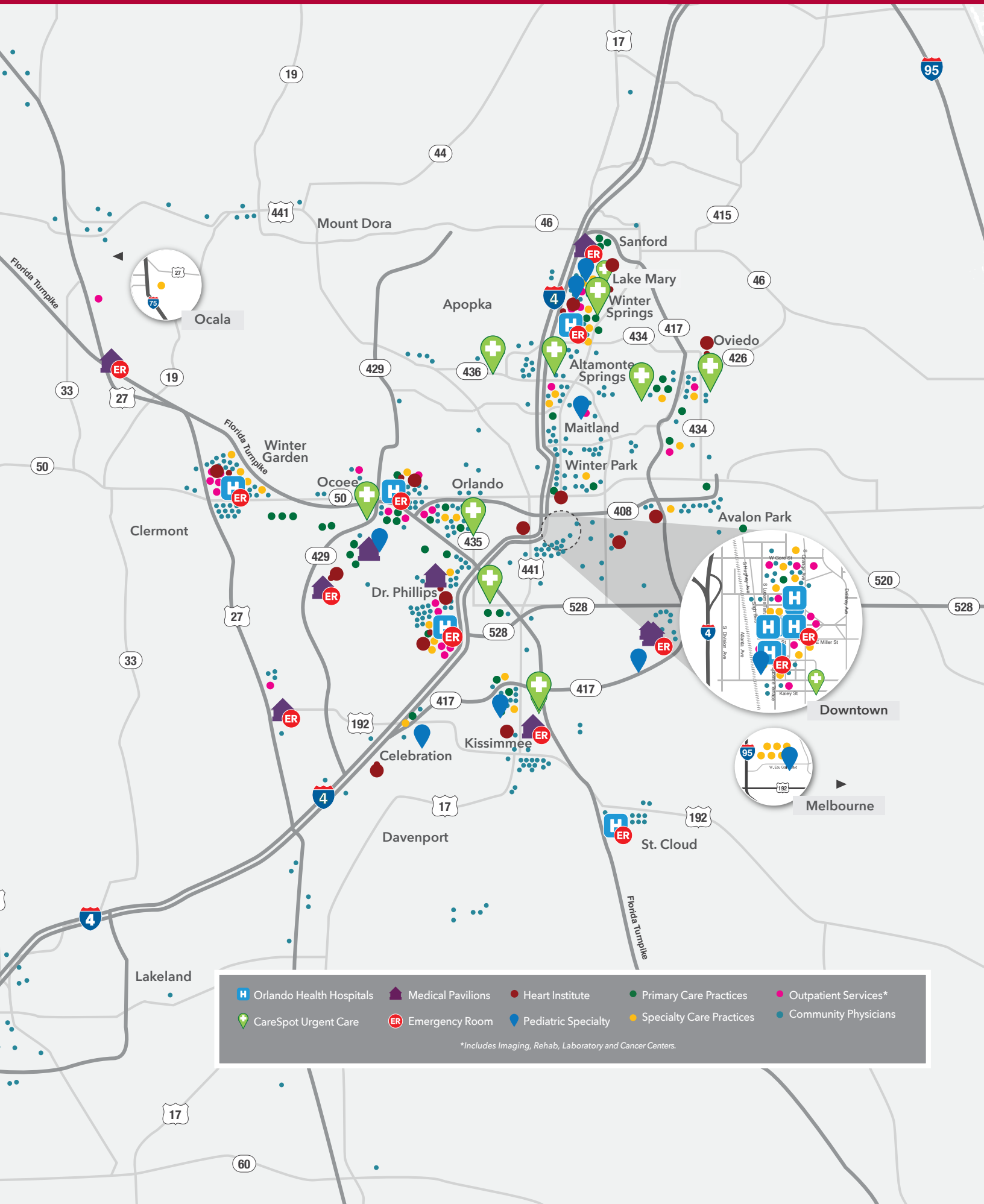
Three-story, 60,000-square-foot emergency department with up to 24 treatment rooms and two floors of medical office space. Planned services for the medical pavilion include outpatient services, an on-site laboratory, and primary care and specialty physician offices.

Orlando Health Emergency Room and Medical Pavilion – Lake Mary

Fall 2019

Two-story, 40,000-square-foot emergency department on the first floor, provided as a service of Orlando Health South Seminole Hospital and an adjacent three-story, 60,000-square-foot medical office building. The freestanding emergency department will include up to 24 treatment rooms, a lab, an imaging department, ambulance bays and a helipad, along with parking and supporting infrastructure. The medical office building will be two floors of medical office space and one floor of ancillary services including an ambulatory surgery center, outpatient imaging, outpatient laboratory services and retail pharmacy.





Mission:

To achieve better health outcomes, improve the patient and family member experience, and reduce unnecessary healthcare costs through proven and recognized best medical practices, care management and innovation.

Vision:

To be the provider network of choice to the patients, families, physicians and payers in our community — a collaborative network chosen for its known ability to transform care through the tenets of population health.

Values:

Quality

We will strive for continuous improvement of outcomes through patient-focused initiatives to coordinate care, manage chronic conditions and meet the needs of our patients.

Partnership

We will collaboratively support our network providers to achieve unmatched quality results for payer and employer partners — the network succeeds together.

Innovation

We will invest in people and solutions to advance care delivery, enhance population wellness and encourage efficient care practices.

Respect

We will treat all of our patients and partners with high professional and moral standards of honesty, transparency, and integrity.

2019 Events

Watch for invitations to our seasonal network events in the spring, summer and fall of 2019.

ORLANDO
HEALTH®

Network

For Questions or Comments Contact
OrlandoHealthNetwork@OrlandoHealth.com



OrlandoHealthNetwork.com