World-Class Standards and It Shows
Ours is the responsibility to keep our lights bright for others to follow.

Jupiter Medical Center has built a reputation for excellence in health care and our achievements in the past fiscal year raised the bar still further. We are so proud to work with the talented health care professionals, physicians, team members, strategic partners, board members, donors and volunteers who contribute to our world-class clinical standards, successful outcomes and longstanding place as a regional health care leader. As a result of their efforts, Jupiter Medical Center is ranked #1 in Patient Satisfaction in Palm Beach and Martin counties. In addition to our unparalleled patient satisfaction, our quality scores continue to be world-class. In fact, as you’ll read on page 10, Jupiter Medical Center is the only facility in Palm Beach and Martin counties to receive both an A rating from The Leapfrog Group and a 4-star rating from the Centers for Medicare and Medicaid Services for quality. These achievements put us in distinguished company with some of the nation’s oldest and most renowned centers for modern medicine.

In addition to achieving recognition for the care we provide system-wide, we also received accolades from the most respected accrediting agencies in the nation for excellence in a variety of specialty care areas, including spine surgery, oncology services, bariatric surgery, as well as stroke care and others.

Delivering consistent clinical quality is just one part of our mission; we are also bringing transformational improvements to the medical services available in our community. The opening of the De George Pediatric Unit was the result of the joint efforts of the Nicklaus Children’s Health Care Foundation, the Lawrence J. & Florence A. De George Charitable Trust, Nicklaus Children’s Hospital and Jupiter Medical Center, a team that came together to ensure local families have access to the highest quality pediatric care. On page 18, learn how this new resource is making a difference in the lives of children in our region.

Collaboration with other leading health care institutions is central to our strategy to add breadth and depth to our service offerings. In 2016, we deepened our affiliation with Mount Sinai Heart New York. As you’ll see on page 19, this partnership supports our continual push to be on the cutting-edge of cardiac care.

It is a privilege to report FY2016 was a truly remarkable year of purposeful growth. Our strategy to expand and strengthen our ecosystem of new and differentiated services is proving beneficial for both our Medical Center and our community. Through our ambulatory care services, including a growing number of urgent care locations, we have established an infrastructure that is able to deliver integrated services across the region and closer to many patients’ homes.

As we’ve stated, providing world-class health care is a team effort. Last year, the Jupiter Medical Center Foundation launched a campaign to raise $300 million to meet the growing demands for advanced cancer care, comprehensive stroke and cardiac services, expanded pediatric care, and more. The campaign is off to a remarkable start. Jupiter Medical Center received a $25 million donation, the largest gift ever to the Medical Center, which will go toward a new Comprehensive Cancer Institute. Look to page 37 for more on these exciting plans.

Looking ahead, our entire team remains steadfast and fixed on our shared purpose: to care for the health and wellness of our community. This report demonstrates our progress toward that goal. We can say to you, confidently—we have world-class standards and it shows.
World-Class Standards and It Shows

Founded in 1979, Jupiter Medical Center has approximately 1,600 team members, 615 physicians and 640 volunteers. The Medical Center consistently performs in the top 10 percent of hospitals for patient quality and satisfaction.

Jupiter Medical Center is a not-for-profit 327-bed regional medical center consisting of 207 private acute-care hospital beds and 120 long-term care, sub-acute rehabilitation and Hospice beds. We are reimagining how to restore the community’s health and wellness. Award-winning physicians, world-class partnerships and innovative techniques and technology enable Jupiter Medical Center to provide a broad range of services with specialty concentrations in cardiology, oncology, pediatrics, imaging, orthopedics and spine, digestive health, emergency services, lung and thoracic, women’s health, weight management and men’s health.

To deliver excellent and compassionate health care advancing the wellbeing of the people we serve

To be recognized as the leading health care organization in the region, the employer of choice and the preferred partner of physicians

Respect, Integrity, Excellence, Accountability, Teamwork and Courage
Defining Quality

Quality health care is easily defined as doing the right thing (giving you the health care services you need), at the right time (when you need it), in the right way (using the appropriate test or procedure), to achieve the best possible results. As a consumer of health care, the challenge is figuring out which hospitals consistently get it right. Quality is actually measured at Jupiter Medical Center in a number of ways.

There are process indicators that measure things such as timeliness of care. There are clinical outcome indicators, like infection rates and complication rates. A consumer can look at this data and compare different providers. You should also look at a hospital’s accreditations and awards, as these are like seals of approval from independent, third party reviewers.

Jupiter Medical Center is constantly and proactively looking at processes to improve safety and quality. We strive to follow very high standards with each patient encounter, and our unwavering dedication is why we are able to not only meet, but exceed, rigorous national standards. We are proud to show our community the world-class care they can expect to receive at Jupiter Medical Center.

Jupiter Medical Center’s Investment in Maintaining World-Class Quality

Our quest to continually improve our quality and service led us to welcome Ron Riner, MD, as Jupiter Medical Center’s new Chief Quality Officer. Dr. Riner works hand-in-hand with the Medical Center’s Board Quality Committee, comprised of 12 members and chaired by Jack Waterman, DO, as well as multiple Quality Improvement Teams, which implement and monitor quality initiatives, design quality measurement systems, enhance safety efforts and oversee regulatory compliance at the hospital. The committee members vary depending on the topic and are comprised with representation from the board, administration, medical staff, corporate membership, nursing and risk management.

Among many initiatives, Dr. Riner and the Quality Improvement Team have been focused on the preparation for Chest Pain Certification from The Joint Commission with a 2017 completion goal, and assessment and optimization of glycemic control in our hospitalized diabetic patients. They are also attentive to antibiotic stewardship, and are developing a coordinated program that promotes the appropriate use of antimicrobials, improves patient outcomes, reduces microbial resistance, and decreases the spread of infections caused by multidrug-resistant organisms. Our program incorporates key elements such as leadership commitment, drug expertise, tracking and reporting, education, and plans for continual improvement.

Patients Rate Their Experience with Jupiter Medical Center

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a national survey that asks patients about their experiences during a recent hospital stay. Jupiter Medical Center not only leads the way among local hospitals in key measures of the patient experience, but our overall patient satisfaction and likelihood to recommend ratings again ranked the highest in Palm Beach and Martin Counties and remain significantly higher than the state and national averages. (See chart on next page).
Overall Patient Satisfaction Rating

74% 72% 78%
Jupiter Medical Center Average for all reporting hospitals in Florida Average for all reporting hospitals in the U.S.

Patients Likely to Recommend

72% 70% 78%
Jupiter Medical Center Average for all reporting hospitals in the U.S. Average for all reporting hospitals in Florida

Jupiter Medical Center

74%
National
72%
Boca Raton Regional Hospital
70%
Bethesda Memorial Hospital
72%
Lakeside Medical Center
78%
Martin Memorial
72%
Florida
70%
National
78%
Boca Raton Regional Hospital
72%
Jupiter Medical Center

68%
Martin Memorial
68%
Lakeside Medical Center
67%
Palms West Hospital
68%
JFK Medical Center North Campus
64%
St. Mary’s Medical Center
63%
Good Samaritan Medical Center
61%
West Boca Medical Center
58%
Palm Beach Gardens Medical Center
54%
JFK Medical Center
58%
Delray Medical Center

SOURCE: The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS); data from 04/1/2015 through 03/31/2016. (Latest data available)
Patients Rate Their Experience (continued)

Even with the readily available hospital quality metrics, when it comes to making decisions about where to get their health care, many consumers still rely heavily on the experiences of others.

Since 2008, the federal government has been publicly reporting patient satisfaction measures for hospitals across the United States. We’re proud to report that year after year, Jupiter Medical Center patients give us high marks.

“I am very thankful for everyone at Jupiter Medical Center who has provided me with the emotional and physical support I needed for the last two years. Their professionalism and expertise is top notch. I never had a bad experience.”

Larry Jawitz, oncology and speech therapy patient from Hobe Sound, pictured with therapist Emily Franklin, MA, CCC-SLP.

Jupiter Medical Center Makes the “A” Grade

In 2016, Jupiter Medical Center achieved the top ‘A’ grade from The Leapfrog Group, ranking us among the safest hospitals in not only South Florida and the Treasure Coast, but the nation. The achievement is a powerful reminder of the unparalleled level of commitment from the physicians, leadership, board and all of our team members to make safety a top priority for the benefit of our patients and our entire community.

The Leapfrog Group is an independent watchdog organization that evaluates the safety of thousands of U.S. hospitals. The Hospital Safety Score, assigned twice each year, provides the most complete picture of patient safety as it takes into account more than 30 different measures and looks for breakdowns in safety, including medical errors, injuries, accidents and infections.

Our high standards are also reflected in the new hospital “Star Ratings” awarded by The Centers for Medicare & Medicaid Services (CMS). Jupiter Medical Center earned four stars, the highest rating of any hospital in Palm Beach or Martin counties. Not only did we outshine all other hospitals in the area, the measure places us among the top 12 percent of facilities in Florida and the top tier of the nearly 4,600 hospitals rated across the country.

Through our continued efforts to keep readmissions in check, Jupiter Medical Center rates better than the nation in the 30-day hospital-wide readmission rate, with the nation at 15.6% and Jupiter Medical Center at 14.5%.

For example, CMS tracks when patients who have had a recent hospital stay need to be admitted again for unplanned care within 30 days of leaving the hospital. Called a “readmission,” this setback places a high burden on patients and the health care system as a whole. Through our continued efforts to keep readmissions in check, Jupiter Medical Center rates better than the nation in the 30-day hospital-wide readmission rate, with the nation at 15.6% and Jupiter Medical Center at 14.5%. Plus, we continue to maintain better than national benchmark ratings for control of many types of infections, including central line-associated bloodstream infections and catheter-associated urinary tract infections, both in the intensive care unit and in other areas across the hospital; surgical site infections from colon surgery and for Clostridium difficile events.

In Elite Company

When it comes to health care, nothing is more important than quality and patient safety. Jupiter Medical Center’s ratings demonstrate our commitment to these imperatives. See how we compare to some of the nation’s oldest and most renowned providers of health care.
Accreditations and Certifications

Accreditations and certifications are crucially important for hospitals but they’re actually an even bigger deal for patients and consumers. When hospitals apply for accreditation or certification—a process that is entirely voluntary—they invite external reviewers to evaluate their compliance with pre-established performance standards.

Several studies have shown that accreditation and certification programs significantly improve clinical outcomes in a wide spectrum of clinical conditions and, on the whole, raise the quality of care patients receive. Benefits of accreditations and certifications include strengthening patient safety, quality, safety of care, treatment and services, risk management and reduction, liability reduction, operations improvements, staff education, recruitment and development, and more.

The Joint Commission Hospital Accreditation

An independent, not-for-profit organization, The Joint Commission is the nation’s leading health care accreditation and certification body and has been evaluating hospitals for more than 60 years. Accreditation forms the foundation of most hospitals’ policies and procedures and helps organizations get established as a safe, stable, clinical environment. Jupiter Medical Center is accredited by The Joint Commission.

The organization’s gold seal of approval proves to patients and our community that our Medical Center meets the high standards they are looking for in an acute-care hospital.

The Joint Commission Primary Stroke Center Certification

Last year, Jupiter Medical Center was recertified as a Primary Stroke Center, a distinction we have proudly held since 2008. Only centers that make exceptional efforts to foster better outcomes for stroke care can achieve and maintain certification. Programs are evaluated on disease-specific standards, clinical practice guidelines and performance measures developed by the Joint Commission in collaboration with the American Heart Association/American Stroke Association (AHA/ASA).

The Joint Commission Orthopedic/Spine Surgery Certification

Jupiter Medical Center stands in a class all its own when it comes to certification of its orthopedic services. In FY2016, our spine surgery program achieved certification for the first time by the Joint Commission. Even before The Joint Commission’s Spine Surgery Certification program was available, Jupiter Medical Center was committed to high quality standards and used Joint Commission standards to improve our services. Going through the certification process helped us establish clearer guidelines and procedures and more specific ways to measure our progress in achieving our own quality standards.

After rigorous on-site visits, we also received recertification in joint replacement of the hip, knee and shoulder. The Anderson Family Orthopedic & Spine Center of Excellence at Jupiter Medical Center is the only program in South Florida to hold four orthopedic certifications from the Joint Commission. Patients have a choice when deciding where to go for their orthopedic and spine surgery and they seek out the highest quality care. The fact that Jupiter Medical Center is certified for excellence in all of these disciplines is unique and invaluable to the community.
Jupiter Medical Center’s Institute for Metabolic and Bariatric Surgery has been accredited as a Comprehensive Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program, a joint program of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery. Jupiter Medical Center is one of only two hospitals in Palm Beach County to have achieved this prestigious distinction.

Jupiter Medical Center’s Institute for Metabolic and Bariatric Surgery, which has been in place since 2000, provides bariatric surgical patients with a multidisciplinary program—not just a surgical procedure—which improves patient outcomes and long-term success. From preoperative and postoperative care and education, to nutrition counseling, exercise therapy and behavioral health support, the comprehensive program is designed specifically for severely obese patients—taking care to provide complete physical and mental care for this unique patient population.

Commission on Cancer Accreditation

The Commission on Cancer (CoC) of the American College of Surgeons (ACoS) once again granted full accreditation to the cancer program at Jupiter Medical Center. To earn voluntary CoC accreditation, a cancer program must meet 34 CoC quality standards, be evaluated every three years through a survey process, and maintain levels of excellence in the delivery of comprehensive patient-centered care. CoC-accredited cancer centers take a multidisciplinary approach to treating cancer as a complex group of diseases that requires consultation among surgeons, medical and radiation oncologists, diagnostic radiologists, pathologists, and other cancer specialists. This accreditation demonstrates that the Ella Milbank Foshay Cancer Center and the Margaret W. Niedland Breast Center are home to uniquely skilled physicians who utilize state-of-the-art technology to bring high-quality cancer care to the community, resulting in improved patient care.

National Accreditation Program for Breast Centers

The Comprehensive Breast Care Program at Jupiter Medical Center was reaccredited by the National Accreditation Program for Breast Centers (NAPBC). Accreditation by the NAPBC is granted only to those centers that are voluntarily committed to providing the best possible care to patients with diseases of the breast.

Each breast program must undergo rigorous evaluation and review of its performance and compliance with the NAPBC standards, which include evaluation of leadership, clinical management, research, community outreach, professional education and quality improvement. To maintain accreditation, programs must monitor compliance with these standards to ensure quality care, and must have an onsite review every three years.

American College of Radiology

The American College of Radiology (ACR), a national organization that sets quality standards for imaging, reaccredited Jupiter Medical Center this past year in CT and Radiation Oncology. Jupiter Medical Center continues to be accredited additionally in all imaging modalities including breast MRI, MRI, nuclear medicine and general and vascular ultrasound.

The ACR accreditation process involves a review and evaluation of patient care, staff, equipment, treatment planning and records, and patient safety and quality control activities. This designation demonstrates and affirms a consistently high level of personalized patient care and the highest quality imaging services to all of our patients.
Patient and Family Advisory Council

Patient satisfaction goes beyond performance scores or even clinical outcomes; it embodies the entire patient experience. Consistent with Jupiter Medical Center’s focus on patient and family centered care, the Patient and Family Advisory Council provides unique perspectives to inform and improve our programs, policies and practice standards.

The council consists of former patients and their family members who volunteer their time and input to help improve the experience for others. In its second year, the council has grown to 15 members and meets monthly providing invaluable views on ways to improve the Medical Center with the goal of creating better patient experiences.

The council’s efforts have impacted quality and safety across the organization by injecting their unique expertise and valuable feedback regarding the standard of care they received. This well-regarded group has made a great impact. Among its accomplishments are renovations in the family surgical waiting room, a revised patient handbook, new directional signage at the Medical Center, and new language in the patient discharge folders designed to enhance communication. Leveraging the insights of former patients and family members through a Patient and Family Advisory Council ensures the patient’s voice and needs are integrated into hospital committees, task forces, and daily decision-making.

The Advisory Council doesn’t just provide feedback; they’ve established group meetings, called learning communities, where they brainstorm with hospital leaders and team members to uncover better ways to deliver our services. Future endeavors include focusing our advisors on our ambulatory units, providing input on new construction, and development of a Pediatric Patient and Family Advisory Council—all promising to lead to continued measurable improvements in patient experience and satisfaction.

Team Members Point the Way to Better Care

Not only has Jupiter Medical Center given a voice to patients and families, team members are encouraged to point the way toward better and safer delivery of care. Experience shows that capturing data from “near misses” (unplanned events that did not result in an injury, but had the potential to do so) is critical to safe care. Team members who demonstrate their commitment to keeping patients safe by “speaking up” to prevent potential problems are recognized and commended at department director meetings. This effort, named the Nice Catch Award, helps us gain insight into events that aren’t necessary to report through our electronic incident reporting system but pivotal to implementing safer processes for care delivery and a factor to achieving higher standards of patient care.
World-Class Standards For Patient Care and Services

Pediatric Services: A New Choice for a New Generation

Now more than ever, families across Palm Beach and Martin counties benefit from the collaboration between Jupiter Medical Center and Nicklaus Children’s Hospital, a trusted leader in pediatric health. Nearly three years ago, Jupiter Medical Center named the Miami Children’s Health System/Nicklaus Children’s Hospital its pediatric partner. Since day one, local pediatricians, Jupiter Medical Center and our pediatric partners have worked together to refine a patient and family-centered approach to care and implement proven clinical protocols for the care of children and adolescents.

In February 2016, we celebrated the opening of the De George Pediatric Unit, a milestone made possible through the joint efforts of the Nicklaus Children’s Health Care Foundation, the Lawrence J. & Florence A. De George Charitable Trust, Nicklaus Children’s Hospital and Jupiter Medical Center, a team that came together to ensure local families have access to the highest quality pediatric care.

The unit features 12 inpatient rooms, two state-of-the-art pediatric surgery suites, pediatric therapeutic services, a children’s playroom, and a room for resting called the “Bear’s Den,” a name inspired by legendary golfer Jack “the Golden Bear” Nicklaus. This new resource for families is meeting a need; 392 patients were cared for in the inpatient unit in FY2016 and our pediatric emergency department visits increased by 20 percent. We recently introduced cardiac and continuous oxygen monitoring, and implemented intermediate care guidelines so we can care for higher acuity patients. Plans are now under way to build a dedicated wing of the emergency room for pediatric patients, a project partially funded by a $1 million donation by Honda Classic Cares and the Nicklaus Children’s Health Care Foundation.

Mount Sinai Heart New York at Jupiter Medical Center

Collaboration with other leading health care institutions is central to our strategy to add breadth and depth to our service offerings. In 2016, we deepened our affiliation with Mount Sinai Heart New York and continue diligently moving toward becoming an open heart program. Since 2014, cardiology volume has seen an impressive and steady increase of 168 percent. In the past fiscal year, outpatient volumes doubled and a Mount Sinai Heart New York physician practice was established in Jupiter Medical Center to ensure continuity of care from the physicians’ office, through diagnostics, intervention and rehabilitation. Ease of access to the Mount Sinai Health System continues to be at the heart of this partnership and through our Guest Services program we are able to provide seamless care coordination for patients who need complex procedures. Another exciting development was the Fall 2016 completion of the newly renovated, more spacious Cardiopulmonary Rehabilitation Center. Working directly with an institution ranked among the top 10 for Cardiology & Heart Surgery by U.S. News & World Report supports our continual push to be on the cutting-edge of cardiac care. Experts from Mount Sinai Heart New York and Jupiter Medical Center share their expertise, best practices and protocols for improved patient care. We conduct joint conferences to enable the exchange of knowledge among physicians at both institutions.

This premier partnership also brings new technological advances to heart patients in our community such as the implementation of the new FDA-approved SYNERGY™ Stent. The first stent with a bioabsorbable polymer, SYNERGY™ is FDA-approved for the treatment of coronary artery disease. With a drug eluting stent, the polymer coating acts as a drug carrier, to store and release a pharmaceutical agent. The SYNERGY™ polymer is designed to eliminate potentially harmful long-term exposure to chemicals used in the coating and also offer better healing by promoting more rapid growth of the important cells that line the walls of blood vessels known as endothelial cells. This next-generation stent technology aims to improve healing, decrease the chance of the blockage reoccurring, and reduce complications. Early adoption of the SYNERGY Stent is another way we are bringing the most advanced cardiac technologies and treatments to our community.
Comprehensive Cancer Care

Over the last year, we laid new plans to work with our partner in oncology, Mount Sinai New York. This partnership allows us to combine Jupiter Medical Center’s technology and the expertise of the outstanding physicians already working in this community with the knowledge and pathways established at Mount Sinai New York and the Icahn School of Medicine.

Solidifying our affiliation is just one of the ways we’re making impressive strides to add greater depth to our diverse offering of cancer services. We have been assembling tremendous resources and processes to provide seamless care coordination with a goal of maximizing outcomes and minimizing emotional hardship. A patient navigator is available to help guide patients through the entire course of treatment, rehabilitation and long-term follow up. Multidisciplinary clinics and conferences are another example of our coordinated cancer services. Cancer clinics and multidisciplinary cancer conferences are not a new model, but are typically found in top academic medical institutions. Similar to these top institutions, Jupiter Medical Center takes a high-level and collaborative approach to aggressively treating our patients.

Clinics

We established multidisciplinary cancer clinics for breast, gynecologic oncology, lung and prostate cancers to collaboratively set a course of treatment and coordinate all aspects of patient care. When a patient is newly diagnosed with cancer, they have the unique opportunity to meet with an entire team of specialists at one time, in one setting. Conveniently coordinated for the patient, they come to the clinic and each specialist comes to meet with them individually to discuss their diagnosis specifics and options for treatment. After which, without the patient, the specialists collaborate to discuss the patient’s needs.

The clinic appointment ends when they reconvene as a team with the attending physician at their next appointment. The attending physician presents the case in conference, based on their feedback and expertise. That plan is presented to the patient by their attending physician at their next appointment.

Conferences

Additionally, we have weekly multidisciplinary cancer conferences to review the treatment of specific patients. Each conference is attended by a number of doctors who are experts in different specialties or disciplines pertaining to a specific type of cancer. Attendees include medical oncologists, radiation oncologists, surgeons, radiologists, pathologists and other specialists. In these conferences, they share ideas, knowledge and collaboratively work together, bringing their specific expertise, to determine the best course of action for each patient being discussed. These conferences are not attended by the patient. The attending physician presents the case in conference, gets input from the other specialists and develops a treatment plan based on their feedback and expertise. That plan is presented to the patient by their attending physician at their next appointment.

Leading the Way in Radiation Oncology

We not only utilize an academic approach, but we also provide cancer patients the very latest surgical and nonsurgical treatments delivered by teams with unique expertise in using these technologies. Jupiter Medical Center was the first hospital in Florida to offer treatment with the CyberKnife® M6™, which enables our radiation oncologists to target and eliminate many types of tumors without making an incision. Stereotactic radiosurgery destroys tumors with extremely precise, very intense doses of radiation while minimizing damage to healthy tissue. Offering accuracy akin to the sharpness of a surgeon’s scalpel. However, there’s no traditional surgery, anesthesia or hospital stay required. In fact, it’s a pain-free cancer treatment.

Today, our treatment team is the most experienced in the state when it comes to targeting tumors with the revolutionary M6 system. It can be used anywhere in the body, including the head, spine, lung, prostate, liver and pancreas. Doctors can customize the treatment to each patient, and provide an option for those who have been discouraged from pursuing more conventional radiation and surgery. Patients having a procedure with the CyberKnife M6 system experience a quicker return to normal activities and a dramatic reduction in the number of radiation treatments required.

Our oncology program remains on the leading-edge of another advance in minimally invasive cancer care known as Electron Beam IntraOperative Radiation Therapy, or e-IORT. No other hospital in Florida has more physician experience with e-IORT than Jupiter Medical Center. The treatment effectively combines the two most common steps of breast cancer treatment: surgery and radiation. This new method of delivering radiation in the operating room immediately after a tumor is removed is offered in just a handful of hospitals across the country.

Typically, women must undergo several weeks or even months of radiation following tumor removal to ensure that the cancer does not return. For certain appropriate patients, our e-IORT technology can reduce weeks of radiation down to a single dose.

The benefits of e-IORT include reduced radiation exposure, lessened treatment time and a faster return to a normal quality of life.

This innovation allows radiation and surgical oncologists to visually see the exact area they need to radiate and the use of electron beams protects the body from unnecessary radiation to surrounding healthy tissue. Initially used to treat breast cancer patients, e-IORT is proving to be highly effective in treating gynecological conditions such as uterine, cervical and ovarian cancer, as well as colorectal, lung and gastrointestinal cancer. Plans are underway to expand our e-IORT treatment protocols to include these diseases.
Vilma Brice-Smith, 54, was diagnosed with stage three ovarian cancer in 2014. She was 10 years younger than when her mother was diagnosed with the same cancer. She was referred to Jupiter Medical Center’s robotic surgery program and a week later, a full hysterectomy was performed with the da Vinci robot system. Several masses in her abdomen and colon were found and a second robotic surgery was needed and performed.

“I am very confident in the expert, compassionate care I received from the team at Jupiter Medical Center.”

Vilma Brice-Smith, 54, was diagnosed with stage three ovarian cancer in 2014. She was 10 years younger than when her mother was diagnosed with the same cancer. She was referred to Jupiter Medical Center’s robotic surgery program and a week later, a full hysterectomy was performed with the da Vinci robot system. Several masses in her abdomen and colon were found and a second robotic surgery was needed and performed.
Excellence in Orthopedics & Spine

Jupiter Medical Center is the only program in South Florida to hold four orthopedic certifications from the Joint Commission—hip, knee, shoulder and spine—a true testament to the fact that we have world-class standards to achieve quality outcomes for our patients. The physicians who make up the spine program, part of the Anderson Family Orthopedic & Spine Center of Excellence, are highly skilled in the treatment of a wide variety of spine injuries and conditions, including spinal cord compression, adult scoliosis and spondylolisthesis. Their specialties include minimally invasive techniques, innovative reconstructive procedures and even complex revision surgery for failed spinal procedures.

The physicians who make up the spine program, part of the Anderson Family Orthopedic & Spine Center of Excellence, are highly skilled in the treatment of a wide variety of spine injuries and conditions, including spinal cord compression, adult scoliosis and spondylolisthesis. Their specialties include minimally invasive techniques, innovative reconstructive procedures and even complex revision surgery for failed spinal procedures.

Margaret W. Niedland Breast Center

The Margaret W. Niedland Breast Center took a bold step last year to alleviate stress and improve the screening process by offering same-day mammogram results. Mammography screening can cause anxiety, even for those at low risk. Under the direction of the Center’s two fellowship-trained breast imaging specialists, new procedures were established so that a physician meets with each patient to discuss mammogram results at the end of the appointment. If a patient requires additional examination, arrangements can be made for same-day follow-up imaging and procedures. This commitment is more than just a convenience for busy or anxious patients; it encourages women to get and continue regular breast cancer screenings.

Of course, the Margaret W. Niedland Breast Center offers not only compassionate care, but also clinical excellence. The Center is nationally accredited by the American College of Radiology (ACR) and designated an ACR Breast Imaging Center of Excellence, a status awarded to breast imaging centers that achieve excellence by seeking and earning accreditation in all of the ACR’s voluntary breast-imaging accreditation programs and modules, in addition to the mandatory Mammography Accreditation Program. The full continuum of breast health services offered in one location include low-dose 3-D mammography to biopsies and Positron Emission Tomography (PET) for the staging of cancer and measuring the effectiveness of treatment. Magnetic Resonance Imaging (MRI), and genetic counseling and testing for cancer risk.

Cary Grossman Health & Wellness Center

The Cary Grossman Health & Wellness Center has vastly expanded its offering of services since the renovated facility opened at the beginning of FY2016. Designed to encompass total health and wellness, the Center supports patients and community members through a lifetime of healthier choices with educational classes and programs like nutrition classes and counseling, personalized health coaching, mindfulness-based stress reduction and weight management. Experienced personal trainers and exercise physiologists create fitness plans tailored to each patient or member’s needs and goals. A robust schedule of educational programs and lectures provide vital information about the newest healthy living options for the entire community.

With new, state-of-the-art equipment for outpatient rehabilitation, patients re-gain quality of life and independence. From newborns to seniors, Jupiter Medical Center’s rehabilitation team members offer a wide array of therapies and treatments. Services are available at the Cary Grossman Health & Wellness Center and at several satellite locations. Inpatient rehabilitation services provide daily treatments to patients as they begin their recovery. The team works closely with patients and their family members while preparing them for discharge.

Advances in Imaging

This year brought a complete cosmetic update to the Imaging Department, including an expanded nursing prep/recovery area for Interventional Radiology, as well as additional consultation rooms and a dedicated vein treatment room. These renovations, coupled with several new GE Revolution Evo CT scanners, allow us to continue providing high quality accommodations and the most advancements for our patients. Patients will benefit from scans that have higher resolution, improved image quality and the lowest dose of radiation available, as well as an improved overall experience.
Florence A. De George
Children’s & Women’s Services Obstetrics Unit

The new Florence A. De George Children’s & Women’s Services Obstetrics Unit has been enthusiastically received by families since its opening in 2015. In FY2016, 1,321 babies made their arrival into the world at the expanded maternity center. The unit offers women eight labor rooms, 14 postpartum rooms and two innovative C-section operating suites. Jupiter Medical Center provides a variety of classes for expectant mothers, including child birth, newborn care and breastfeeding classes, as well as expert care for mother and baby in a state-of-the-art facility with all the comforts of home. For a true family experience, suites offer overnight accommodations for fathers or partners.

Global Medicine

In FY2016, Jupiter Medical Center solidified its strategy around the ever-growing medical tourism industry. Given our proximity to the Caribbean, the team focused its efforts on targeting patients, physicians, hospitals and multi-national companies in the Caribbean islands. Our Global Medicine Program provides international patients and our physicians with the most effective and efficient care possible. This past year, a total of 70 patients utilized the program for imaging, general and orthopedic surgery, CyberKnife, obstetrics, cardiology, gastroenterology and executive physicals. A Global Medicine navigator assists with coordinating travel arrangements upon request, including flight, airport transfers, hotel reservations and even emergency transport. Hospital, physician and diagnostic testing appointments are also managed for the patient. The Jupiter Medical Center Global Medicine team provides personalized assistance for the entire family, so patients can focus their energy on getting well.

Joe Namath Neurological Research Center

As FY2016 drew to a close, the Joe Namath Neurological Research Center at Jupiter Medical Center realized a major milestone. A very successful fundraising event garnered more than $1 million to advance the Center’s crucial investigation into new ways to reverse brain injury and improve long-term recovery. Under the leadership of Co-Medical Directors Barry Miskin, MD, Principal Investigator, and Lee Fox, MD, Sub-Investigator, the center is conducting an FDA-approved clinical research trial to determine if hyperbaric oxygenation could be a leading-edge treatment option for patients with traumatic brain injury (TBI). The funds raised mean more eligible patients are being enrolled into the study and the research can move closer to shedding real light on the vexing global health issue of TBI.

The trial is designed to test the overarching hypothesis that patients treated with a prescribed series of hyperbaric oxygen therapy (HBOT) will show improvement in function and an increased blood flow in the brain, as evidenced by a Single-Photon Emission Computed Tomography (SPECT) scan. Improvement may also be identified via cognitive assessments.

Taking Clinical Research to the Next Level

Clinical trials are one of the most important weapons in advancing medicine and fighting disease. Under the direction of the Institutional Review Board, Jupiter Medical Center’s Clinical Research program has evolved from an oncology focus to a more diverse portfolio of general research across all service lines. This expanded focus on research supports the current vision to provide cutting edge treatment options to the community it serves. The IRB is designated to review and monitor biomedical research involving human subjects.

Jupiter Medical Center participates in clinical studies and affiliates with national research organizations for sponsored clinical trials. It is collaborating with Mount Sinai New York, Scripps Florida and Max Planc Florida, along with various pharmaceutical companies to bring both inpatient and outpatient treatment research trials to the area. Clinical trials offered at Jupiter Medical Center are currently focused in the areas of cardiology, gastroenterology, oncology (breast, lung, myeloma), neurology (memory, Alzheimer’s disease), pain and wound care. Patients have access to research that addresses many aspects of their ailments, including new forms of treatment, methods of prevention, ways of screening, and ways to improve comfort and quality of life.

In early 2017, Jupiter Medical Center Clinical Research department will move to the Institute for Healthy Living, a facility with resources to meet all of the community’s post-acute care and assisted living needs. The Institute for Healthy Living partnership between Jupiter Medical Center and NuVista will allow the Clinical Research department additional opportunities to lead research projects with its Memory Care and Neurology Discovery Center, Assisted Living Facility and to collaborate with their network of physicians.

“Expectant moms will feel like they are at home here. The environment is comfortable; the staff is friendly and helpful. It is a great environment in which to bring your child into the world.”

- Rachel Backoff Fiorello
Accessible Urgent Care

Jupiter Medical Center Urgent Care Centers are one of the clearest examples of how we’ve designed services specifically for and with the health care consumer in mind. In FY2016, our two locations in Jupiter saw a combined double-digit increase in patient visits, and with this success we laid plans to open two new centers in 2017.

The popularity of urgent care is driven by patient preference. Our centers are conveniently located, offer extended hours and provide a cost-effective option for patients seeking treatment for all minor illnesses or injuries including sprains, sports injuries, lacerations, low-level burns and ear infections. They are also equipped to provide additional services like routine physicals, vaccines (including travel-related vaccines and information) and screenings.

What makes our urgent care facilities special is that they also work collaboratively with our hospital. The offices are fully equipped with x-ray and ultrasound machines, allowing patients to access necessary medical diagnostic testing at the urgent care facilities and have the images synced in real-time to Jupiter Medical Center. In addition, our urgent care centers not only offer a host of services and the expertise of our board-certified practitioners, they also offer a continuity of care with the hospital, a vital component of successful treatment.

Future Jupiter Medical Center urgent care sites will include a location in the downtown hub of West Palm Beach and a center in Palm Beach Gardens, where we will also provide on-site physical therapy. A unique aspect to the West Palm Beach location is that Jupiter Medical Center’s clinical partner, Mount Sinai New York, will occupy the 2nd floor of the building and will provide multispecialty care, including cardiology, digestive health, pulmonology and concierge primary care services. The construction of the new facility in West Palm Beach marks our first move into the metropolitan area.

Advancing Health and Wellness

In April 2015, Jupiter Medical Center partnered with the University of Massachusetts Medical School’s Center for Mindfulness to offer Mindfulness-Based Stress Reduction (MBSR) courses. The comprehensive eight-week training course teaches mindfulness meditation based on ancient healing practices proven to help people find more creative responses to life’s challenges. In the last year, 187 students have completed the course and morning and evening classes are scheduled every quarter in 2017. In addition, there will be many more workshops available for physicians and team members throughout the year.

In FY2016, work began to reaffirm Jupiter Medical Center’s commitment to the wellbeing of our community, physicians and team members thanks to a generous donation from Arthur and Nancy Calcagnini which will allow Jupiter Medical Center to develop the Calcagnini Center for Mindfulness. The new 2,600 square foot healing space will complement mainstream medicine and health care through the integration of mindfulness-based classes and workshops.

The Calcagnini Center for Mindfulness at Jupiter Medical Center is expected to open its doors to well-seekers in spring 2017. The tranquil spa-like setting will overlook Jupiter Medical Center’s magnificent Jacqueline Fliske Healing Garden and will be the catalyst to fully integrate mindfulness practices throughout the hospital and community.

Institute for Healthy Living

Jupiter Medical Center, in partnership with NuVista Living, is creating a truly unique residential wellness ecosystem in Jupiter. With an approach focused on prevention, maintaining and even improving your health, the Institute for Healthy Living (IHL), slated to open in early 2017, includes a 129-bed skilled nursing unit, 62-unit independent-inspired senior living facility and a 30-bed memory care unit.

As the exclusive hospital partner, Jupiter Medical Center will provide a wide array of health services right in the community. Those services include an on-site wellness clinic, health management services for patients, a “fast-pass” system for residents who need to be admitted to Jupiter Medical Center, a seamless exchange of health information between Jupiter Medical Center and nursing staff in the day-to-day care of residents and seamless coordination of hospital-based imaging and laboratory services. Residents will enjoy the peace of mind that comes from knowing they’re in a community backed by the hospital with the highest patient satisfaction in the region.

Lighthouse Detox

Jupiter Medical Center’s Lighthouse Detox is a premier destination for medically managed alcohol and substance detoxification. The program offers clients a powerful combination of therapies, including the most advanced medical treatments along with compassionate care and emotional support. Patients admitted to the state-of-the-art facility are monitored around-the-clock by a medical team to ensure their withdrawal is as safe and comfortable as possible. In the event of a complication, our Center is backed by the full resources of Jupiter Medical Center. This offers patients an added level of safety during this vulnerable time.

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World-Class Standards and It Shows

Leader of the Year: Kathy Sullivan, Director of Foundation Administration

“A team player, she’s committed to our institution and to our Foundation. Kathy navigated tremendously through recent transitions and change. And she’s done it with a great deal of class and professionalism.”

- John Couris, President & CEO

“Kathy is amazing at what she does. She’s never been somebody who says ‘that’s not my job.’ Kathy always does whatever it takes to make sure that the Foundation looks good and Jupiter Medical Center shines.”

- Liv Vesely, President, Jupiter Medical Center Foundation

“Kathy is the glue that keeps the Foundation together. She is well-deserving of being named Leader of the Year.”

- Joe Taddeo, Chair, Foundation Board of Directors

Team Member of the Year: Annette Rice, Cardiovascular Technologist

“Annette is definitely a team player and it’s important when you work in a cath lab that you function as a team. Physicians and staff must be on the same page and Annette truly believes that is how it should be done. And, she emphasizes that to anyone she works with.”

- John Couris, President & CEO

“The can-do attitude that Annette represents is important for everyone to understand and to follow. She is incredibly positive and incredibly constructive. And, that’s the way we should view the world because when we do that, it’s a fun place to work, to innovate and to collaborate, and Annette is a constructive and important piece of all that.”

- Barbara Lamia, Director Cardiovascular & Clinical Support Services

Teamwork and a Winning Culture

Culture sets the tone for everything we do, which is why Jupiter Medical Center has developed a winning team culture. Our culture starts with our team members and carries through to our physicians and our patients. Developing a winning team culture takes hard work and continuous nurturing. At Jupiter Medical Center, we use multiple strategies to ensure team members understand, embrace and exemplify our culture so that we can be winners together. The result of a winning culture at Jupiter Medical Center means the best quality outcomes for patients.

How do we achieve our winning culture? First, we work as a team. Each team member is inspired to enhance the workplace and positively impact the patient experience. In FY 2016, we launched a winning culture campaign called “I Am the Patient Experience.” This campaign reinforced the message, ingrained within our culture, that each team member’s actions, regardless of their position or department, result in a patient experience. Team members also participated in a week-long Patient Experience Fair that included the “Together We Make It Happen” story contest, where team members shared positive patient stories highlighting Jupiter Medical Center’s winning culture.
Innovation Day
Jupiter Medical Center held its 2nd Annual Innovation Day, “Destination Innovation” in August 2016. Team members were encouraged to submit their entry of a process improvement or waste elimination project, attend the event and then vote for their favorite. The event was a huge success with 21 projects featured and 250 attendees who enjoyed learning about them.

Judges selected winners based on Teamwork, Financial Performance, Service Excellence/Quality Improvement, and Innovation. First place was awarded to the Nursing and Case Management Team who submitted the project, “Outpatient in a Bed/Reduction in Length of Stay.” “Fan Favorite” was awarded by team member votes to the Nursing and Education Team who submitted the project, “Benefits of a Designated Pre-Rapid Response.”

Innovation Day is just one more example of an exciting way that Jupiter Medical Center engages and gives its employees a voice to make institution-wide improvements on a day to day basis.

Advisory Committee for Excellence
A key to the patient experience is the team member advisory group known as the Advisory Committee for Excellence (ACE). ACE further supports the Medical Center’s culture and positive workplace environment. Comprised of a broad spectrum of clinical and nonclinical team members, ACE provides team members with direct access to leadership to effectively communicate issues, ideas and suggestions for improvement.

ACE has also increased hospital and philanthropic engagement through events that benefit team members and the community. Activities including a Beach Clean-up, Breakfast with Santa and an Easter Egg Hunt for team members and their families enrich the team member experience.

A Shared Governance Approach
Jupiter Medical Center’s principle of shared governance empowers team members to make decisions about their work and to take more responsibility to improve quality as well as patient and team member satisfaction. Shared governance is a partnership between team members and leadership founded on the cornerstone principles of equity, accountability and ownership to form a culturally sensitive and empowering work place. We encourage departments and team leaders to make shared governance a part of their work environment.

Relationship-Based Care
Relationship-Based Care (RBC) is our philosophy of caring for ourselves, our patients and each other. It means that we have a caring and healing environment for patients, families, physicians and team members. Through regular, required three-day training sessions called Reigniting the Spirit of Caring (RSC), we give Jupiter Medical Center team members ways to cope with the stress of their jobs, as well as skills to help them mange the many things they have to do to take care of themselves, their patients and one another. This past year, Jupiter Medical Center leaders started spreading the spirit of RSC with new RSC Spirit Carts. The carts feature healthy treats and inspirational messaging and make their way around campus every month. RSC Reunions are also held periodically to keep the RSC flame alive.

Positive Work Environment = World-Class Care
On a routine basis we conduct satisfaction surveys with team members to obtain feedback from them as to how they are feeling about Jupiter Medical Center. Jupiter Medical Center continually scores above the national average in employee surveys conducted by The Jackson Group, an independent consulting and survey services group. Last year was no exception. Our team members’ assessments of their enjoyment scored significantly above the national mean. The work environment index survey is designed not only to identify areas in which we excel, but also to highlight areas needing improvement. Action plans are created and monitored to ensure Jupiter Medical Center remains an employer of choice in the community, and the Human Resources department monitors progress toward resolution.

Volunteers Touch Patients’ Lives
At Jupiter Medical Center, our Auxiliary members (volunteers) provide invaluable support to patients, visitors and team members. The number of volunteers has grown approximately 10 percent in the past year with over 640 volunteers who have given a total of 98,600 hours, a two percent increase from last year.

Jupiter Medical Center volunteers serve in many areas of the hospital, performing a variety of tasks, such as greeters assisting visitors, directing, escorting and transporting patients, assisting family members in waiting rooms, performing administrative functions, visiting with patients, offering reading materials, or just making sure the patient is as comfortable as possible. They assist team members in many hospital departments such as Pre-Op, GI, Emergency Room, the Foshay Cancer Center and the Margaret W. Niedland Breast Center as well as providing a valuable service in Pastoral Care, Patient Advocacy, Pet Therapy and Motor Aid, a complimentary, non-emergency transportation service for our patients and families to any Jupiter Medical Center facility.

In addition, the Auxiliary is also one of Jupiter Medical Center’s largest sources of monetary donations. The Auxiliary manages the revenue producing Thrift Shop and on-site Gift Shop. Sales are up in all areas, and the funds generated from these operations are donated to Jupiter Medical Center. This year, proceeds have funded the purchase of pediatric cardiac monitors, advanced orthopedic MANOquity® robotic-assisted surgery software and a Gift Shop/Thrift Shop automatic payroll deduction system, to name a few. These improvements and the volunteers’ service all contribute to the satisfaction of our patients.
Nursing

Integral to Successful Patient Outcomes

Jupiter Medical Center nurses delivering the highest levels of compassionate, skilled patient care goes hand in hand with our patient- and family-centered model of care. A patient's nursing care at a hospital is a main factor in achieving excellent patient satisfaction and successful patient outcomes. This is the foundation for our approach to nursing.

Our team members consider the needs of the patient and family in all of their interactions. An integral component of this model is our practice of bedside reporting at shift change. When shifts change, responsibility and accountability for the care of a patient is transferred from one nurse to another. Typically, this important communication process occurs at the nurses’ station. At Jupiter Medical Center, this report is given at the bedside, allowing patients and families to participate, when they’re able. Our nursing team is committed to welcoming patients and families into the report process and the entire plan of care.

Jupiter Medical Center is diligent in its quest to lifelong learning including the FN residency program, which enables novice nurses to join our team with continual education support and oversight on their progress as they embark in this exciting career. For experienced nurses, the Medical Center offers financial support in their quest for certification in their specialties. Lifelong learning also comes by way of our clinical ladder, a program that offers incentives for nursing staff who increase their skills, education and enhance their portfolio.

The nursing team at Jupiter Medical Center is empowered to make decisions about their practice with active participation in a shared governance model. Each unit has a unit-based council that allows the nursing team to have input into the way care is delivered. Jupiter Medical Center nurses continually receive recognition for their extraordinary care delivery. Whether through the National Daisy Award, a partnership between the Daisy Foundation and health care organizations to encourage on-going recognition of the clinical skill and compassion nurses provide to patients and families all year long, or through recognition by Medical Center patients and families, our nurses know their role is of the utmost importance in the wellness outcomes of our patients.

Physicians

Physician Alignment

Jupiter Medical Center strives to be a preferred partner to our physicians through strong alignment strategies. We work hard to maintain strong relationships with our physicians. Our shared goal with physicians is to maintain our status as a world-class health care institution focusing on the highest of standards in quality, patient satisfaction, cost and waste reduction and overall population health management in our community.

Jupiter Medical Center Creates Health Plan

Jupiter Medical Center launched its own health plan, JMC Health Network designed to lower costs by keeping patients healthy. The organization’s team members began their coverage in January 2016. In late 2016, JMC Health Network began offering the health insurance to small business employers who sought the opportunity to benefit from our network of expert physicians. More than 375 physicians, representing all major specialties, have now signed agreements to participate as Tier 1 physicians.

Bundled Payments Improves Care

Jupiter Medical Center is in its second year of participation in the Bundled Payment for Care Improvement (BPCI) initiative with the Centers for Medicare and Medicaid Services (CMS). The program, designed to make health care more effective and cost-efficient by linking payments for the multiple services beneficiaries receive during an episode of care, has resulted in cost efficiencies for the Medical Center, and a more coordinated experience for patients.

Bundled payments encourage more coordination among providers across a 90 day period of care. This helps to ensure that patients receive the most appropriate care, in the most appropriate setting from the time of surgery through the entire recovery process. At the heart of this bundled care effort at Jupiter Medical Center is the Ortho Co-Management Initiative in which eight orthopedic surgeons from three local physician groups focus on improving the operations of the orthopedic service line primarily in the areas of service, outcomes and cost. These physicians work side-by-side with Jupiter Medical Center management to achieve world-class outcomes and an unparalleled patient experience.

New Physician Leaders in FY2016

At Jupiter Medical Center, patients can find expert medical care to meet their needs. Jupiter Medical Center is home to more than 615 experienced physicians in 60 medical specialties, with concentrations in cardiology, oncology, imaging, orthopedics & spine, pediatrics, obstetrics, digestive health, emergency services, lung & thoracic, women's health, weight management and men's health.

Jupiter Medical Specialists, LLC

Jupiter Medical Specialists, LLC, our multi-specialty group joint venture with Sheridan Healthcare, has grown to 15 physicians with clinical expertise in areas ranging from primary care and internal medicine to general surgery, radiation oncology and women’s health. This strong partnership is one of the cornerstones that enable us to bring the highest quality, coordinated, cost-effective health care to patients in our community.

The Jupiter Medical Center Physicians Group

The Jupiter Medical Center Physicians Group, owned and operated by Jupiter Medical Center, employs several of the region’s leading cancer specialists, including experts in medical oncology and hematology, breast cancer surgery, gynecologic and thoracic oncology, as well as oncology research.

New Physician Leaders in FY2016

- **Lucy M. De La Cruz, MD**
  - Fellowship-Trainee Breast Surgeons: Board Certified
  - General Surgery: Medical Director; Oncologic Research

- **Andrea Katz, MD**
  - Fellowship-Trainee Hematology/Oncologist: Board Certified, Internal Medicine and Medical Oncology

- **K. Adam Lee, MD**
  - Fellowship-Trainee Cardiologist/Surgeon: Board Certified, Cardiologic Surgery; Medical Director, Thoracic Surgery and Lung Cancer of Excellence

- **Donna Piselli, MD**
  - Fellowship-Trainee Gynecologic Surgeon, Board Certified, Gynecologic Oncology and Obstetrical Gynecology; Medical Director, Gynecologic Oncology and the Walsh Robotic Surgery Program

- **Nancy Taft, MD, FACS**
  - Fellowship-Trainee Breast Surgeons: Board Certified, General Surgery; Medical Director, Comprehensive Breast Care Program

- **Marshall Stone, MD**
  - Fellowship-Trainee Gynecologic Surgeon, Board Certified, Gynecologic Oncology; Medical Director, Gynecologic Oncology and the Walsh Robotic Surgery Program

- **Lucy M. De La Cruz, MD**
  - Fellowship-Trainee Breast Surgeons: Board Certified, General Surgery; Medical Director; Oncologic Research

- **William Honghui-Carr, MD**
  - was named medical director of Genetics

- **Marshall Stone, MD**
  - was named medical director of Pediatric General Surgery

- **Nancy Taft, MD, FACS**
  - was named medical director of Comprehensive Breast Care

- **Daniel Canuso, MD**
  - was named medical director of Men’s Health

- **Samuel Barsky, DO**
  - was named Physician of the Year

- **Brett Baggenstoss, MD**
  - was named medical director of Pediatric Orthopedic Surgery

- **Lucy M. De La Cruz, MD**
  - was named Medical Director of Outpatient Rehabilitation Service

- **K. Adam Lee, MD**
  - was named medical director of Oncologic Research

- **Daniel Canuso, MD**
  - was named medical director of Academic Integration & Oncology Research

- **Matthew Harris, MD**
  - was named medical director of Women's Health
Partnerships

Partnerships act as a conduit to world-class patient care. Partnering with community groups, such as the Palm Healthcare Foundation and Mandel Jewish Community Center, enhances our ability to provide meaningful community benefit.

Healthier Jupiter Initiative Empowers

Healthier Jupiter is a community initiative funded by Palm Healthcare Foundation that addresses health and quality of life issues starting with diabetes. Diabetes was selected because promoting healthy lifestyles can lower diabetes risk and complications as well as many other chronic diseases. This initiative has four steps to help individuals increase awareness of diabetes risks and promote healthy lifestyles; make healthier food choices; become more active; and increase access to necessary medical care. Healthier Jupiter is changing the way the community looks at health and wellness through creative programs and events including:

- Healthier Jupiter Walk & Talk, a series of free events promoting physical activity and community; and the Healthier Jupiter Eating Smart Partner restaurant decal program, recognizing area restaurants that offer healthy food choices. In addition, they provide a Get Fit Map with walking routes and parks throughout the community.
- A mini grant program awarding up to eight grants to not-for-profit organizations focusing on increasing access to affordable healthier food choices, helping individuals become more physically active on a regular basis; or promoting diabetes awareness.
- A Student Film Contest, open to middle and high school students in Palm Beach County, where students make short films in the greater Jupiter area related to making food fun, adding physical activity to your day or safe walking/biking.

Mandel Jewish Community Center

Jupiter Medical Center is the exclusive medical partner of the Mandel Jewish Community Center (JCC) at its Palm Beach Gardens campus. We provide a comprehensive health and wellness program to more than 700 members and their families. Tiffany Jones, certified health education specialist, is a full-time Jupiter Medical Center health and wellness navigator at the JCC’s Palm Beach Gardens campus. Tiffany acts as an advocate to Mandel JCC families offering her health and fitness expertise. She helps members set health goals and wellness action plans to encourage healthy living to prevent disease. Free preventative screening services and one-on-one health coaching sessions, in addition to a variety of educational lectures and health and fitness events, and access to the best medical care possible if illness occurs are what makes the program such a huge success.

Jupiter Medical Center Foundation

Community Support Remains the Cornerstone of Jupiter Medical Center

An Unprecedented Fundraising Year

Thanks to the generosity and forward thinking of its donors, Jupiter Medical Center Foundation raised more than $41 million in fiscal year 2016. This year’s fundraising represents a 60 percent increase in funds raised over fiscal year 2015, and a full 120 percent increase over funds raised in fiscal year 2014. Jupiter Medical Center Foundation’s donors recognize that their investment in Jupiter Medical Center makes a real impact on the quality of care available in the region. With this kind of philanthropic support, we will continue to provide top-notch physicians, enhance our technology and facilities, and expand our clinical research. Through donor support, Jupiter Medical Center will continue to be a beacon of world-class health care for the region and the nation. The funds raised this fiscal year bring the Foundation closer to achieving the ambitious $300 million campaign goal. The “Vision. Innovation. Impact.” campaign was launched in February 2016.

Lead Gift to Build Dedicated Pediatric Wing in Emergency Room

Jupiter Medical Center and Nicklaus Children’s Hospital announced a $1 million donation from the Nicklaus Children’s Health Care Foundation will serve as the lead gift in development of an 8-bed dedicated pediatric wing in Jupiter Medical Center’s emergency room. The entire project will cost an estimated $5 million to construct. This generous $1 million commitment kicks off a campaign to raise funds to complete the project. Construction will begin summer 2017.

Largest Donation in Foundation History Will Build State-of-the-Art Comprehensive Cancer Institute

Last year, Jupiter Medical Center Foundation received a $25 million gift from an unnamed individual donor. The largest gift in the Foundation’s history will support the construction of a new Comprehensive Cancer Institute at Jupiter Medical Center and represents a lead contribution to the Foundation’s $300 million campaign. This gift will support cancer care will ignite our transformation from a high-quality community cancer program to a world-class regional cancer institute.

The Institute will serve as an innovative center of excellence for cancer offering the most advanced diagnostic services and outpatient treatment that combines clinical excellence, cutting-edge technology and integrative support services. The Institute’s unique patient-centered approach will focus on coordinating every aspect of the patient’s care, beginning the moment they walk through the door. The Institute will be at the forefront of providing world-class diagnosis, treatment and management of all types of cancer, it will also maintain specific focus on breast, lung and gynecological cancers.

Juno Cancer Research Foundation Partners with Jupiter Medical Center for Cancer Research Center

Thanks to the generosity of the Juno Cancer Research Foundation, Jupiter Medical Center has received a $1 million commitment from the Foundation to build an integrated cancer research center at Jupiter Medical Center. The research center will be in close proximity to the Emergency Department, making it quick and easy for patients to access the world-class care Jupiter Medical Center is known for. The research center will aim to create a unique integrated approach to cancer care thus improving the experience for all cancer patients. The Jupiter Medical Center Foundation will serve as the lead gift in development of an 8-bed dedicated pediatric wing in Emergency Room.

Foundation Administration.

Liv Vesely, President; Kathy Sullivan, Director of Development; Richard.R. J. Malloy, III, Senior Vice President and Chief Development Officer; Virginia McCormack, Senior Director of Development; Regan Tarpey, Director of Communications & Events; Lori Vesely, President; Kathy Sullivan, Director of Development Administration; Harry Powers, Executive Director of Major Gifts; Virginia McCormack, Administrative Coordinator.

Back Row:

Laura Greene, Events Coordinator; Tara Yokobos, Director of Major Gifts; Janine Boylan, Donor Relations Coordinator; Jenna Gilkeys, Development Coordinator; Lori Elmore, Events Manager; Janine Boylan, Donor Relations Manager.
38th Annual Charity Golf Classic
Jupiter Medical Center Foundation’s Charity Golf Classic helps fulfill the mission of bringing world-class health care to our community. The 38th Annual Charity Golf Classic was a resounding success, raising over $646,550 to support Radiation Oncology at Jupiter Medical Center.

In November, renowned golf architect and Tournament Chairman Tom Fazio was joined by a full field of more than 275 golfers, pros and celebrities for an invigorating and challenging day of golf at three of the area’s finest championship courses, Jupiter Hills Golf Club in Tequesta, Trump National Golf Club in Jupiter, and Medalist Golf Club in Hobe Sound.

Key to the Cure
Attended by more than 250, the 18th Annual Key to the Cure Reception held at Saks Fifth Avenue at The Gardens Mall was a great success and featured several area restaurants, entertainment, and a fashion show. Saks Fifth Avenue donated 2 percent of all purchases made from October 26-30 to Women’s Cancer Services at Jupiter Medical Center.

Philanthropic Partners in Achieving High Standards in Patient Care

40th Annual Black Tie Ball at The Breakers Palm Beach
Two of our very generous donors, Suzanne Niedland and Peter Crisp, were honored at this year’s 40th Annual Ball held at The Breakers Palm Beach in April. Five hundred friends of Jupiter Medical Center gathered to enjoy An Island Paradise…Havana. This year’s gala featured vintage Cuban touches complete with bongos, festive fedoras, and hand-rolled cigars. It was a magical night with $1.8 million raised, shattering records from all previous balls. The gala proceeds support Comprehensive Cancer Services at Jupiter Medical Center.

Highballs & Hibiscus
On September 16, over 500 friends of Jupiter Medical Center kicked off the social season with the 6th Annual Highballs & Hibiscus at the Trump National Golf Club in Jupiter. The unforgettable evening raised more than $346,000 for Women’s and Children’s Services at Jupiter Medical Center.

Honoring Joe Namath
Jupiter Medical Center Foundation hosted “An Evening Honoring Joe Namath” in October. The cocktail reception and dinner, held at the Plaza Hotel in New York City, and chaired by Joe Cabrera, Vice Chairman of the Eastern Region of Colliers International; Charlie Modica, Founder and Chancellor of St. George’s University; and John Wren, President and CEO of Omnicom, raised $1.1 million to support the Joe Namath Neurological Research Center at Jupiter Medical Center.
Jupiter Medical Center, for the seventh consecutive year, has achieved a positive net income for the entire organization.

Diligence in maintaining focus on our strategy helped us to meet our financial goals.

World-Class Standards and It Shows: Our Year in Numbers

Jupiter Outpatient Surgery Center Total Patient Volume (Calendar year/projected)

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<td>ER Visits</td>
<td>35,819</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skilled Nursing &amp; Rehab Center Days</td>
<td>14,395</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVENUES DERIVED FROM:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Patient Revenue</td>
<td>$208,655</td>
<td>$193,685</td>
<td>$181,154</td>
<td>$179,448</td>
</tr>
<tr>
<td>Unrestricted Contributions</td>
<td>5,303</td>
<td>3,567</td>
<td>2,900</td>
<td>2,702</td>
</tr>
<tr>
<td>Investment Activities</td>
<td>6,118</td>
<td>(3,088)</td>
<td>5,711</td>
<td>1,465</td>
</tr>
<tr>
<td>Other Operating Activities</td>
<td>10,606</td>
<td>8,323</td>
<td>9,799</td>
<td>9,665</td>
</tr>
<tr>
<td>Total Unrestricted Revenue</td>
<td>230,682</td>
<td>202,487</td>
<td>199,564</td>
<td>193,280</td>
</tr>
</tbody>
</table>

OPERATING EXPENSES:

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>100,433</td>
<td>89,964</td>
<td>87,138</td>
<td>91,416</td>
</tr>
<tr>
<td>Supplies &amp; Services</td>
<td>100,617</td>
<td>92,835</td>
<td>86,419</td>
<td>79,980</td>
</tr>
<tr>
<td>Interest</td>
<td>2,418</td>
<td>2,219</td>
<td>1,488</td>
<td>1,885</td>
</tr>
<tr>
<td>Insurance</td>
<td>3,174</td>
<td>3,685</td>
<td>3,550</td>
<td>4,852</td>
</tr>
<tr>
<td>Depreciation &amp; Amortization</td>
<td>14,960</td>
<td>13,888</td>
<td>12,379</td>
<td>11,919</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>221,602</td>
<td>202,391</td>
<td>190,974</td>
<td>189,152</td>
</tr>
</tbody>
</table>

Excess of Revenue Over Expenses | 9,080  | 96     | 8,590  | 4,128  |
Community Services Contributions

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care</td>
<td>$6.2M</td>
<td>$3.7M</td>
<td>$6.8M</td>
<td>$4.4M</td>
</tr>
<tr>
<td>Medicaid Underfunding</td>
<td>$4.0M</td>
<td>$2.9M</td>
<td>$2.9M</td>
<td>$4.3M</td>
</tr>
<tr>
<td>Educational Programs</td>
<td>$0.3M</td>
<td>$0.5M</td>
<td>$0.4M</td>
<td>$0.4M</td>
</tr>
<tr>
<td><strong>Total Contributions</strong></td>
<td>$10.5M</td>
<td>$7.1M</td>
<td>$10.1M</td>
<td>$9.1M</td>
</tr>
</tbody>
</table>

2016 Hospital Inpatient Volume by Community

- Jupiter: 37.4%
- Other: 22.4%
- Tequesta: 8.3%
- Palm Beach Gardens: 15.8%
- Hobe Sound: 5.6%
- West Palm Beach: 7.6%
- North Palm Beach: 2.9%

Charitable Donations Received

- 2016: $40.5M
- 2015: $23.0M
- 2014: $20.0M
- 2013: $15.9M