A Time of Historic GROWTH and TRANSFORMATION
For more than four decades, Jupiter Medical Center has built a reputation as our community’s leading independent, not-for-profit hospital. The past fiscal year has been no exception. From the opening of our Comprehensive Stroke Center, to the ribbon-cutting for the Mastroianni Family Pediatric Emergency Department, to the launch of the James J. Felcyn & Louise Brien Felcyn Observation Unit, FY2019 has been marked by historic growth and transformation.

In January 2019, we continued our march toward establishing the Timothy and Jayne Donahue Cardiac Surgery Program by adding two new operating room suites, as well as a third cardiac catheterization lab and a new electrophysiology lab. We also added six beds to our intensive care unit, bringing the total to 23. We now look forward to launching the cardiac surgery program in 2020.

In addition, Jupiter Medical Center will be opening the Anderson Family Cancer Institute in the spring of 2020. Our new, state-of-the-art facility will be home to a world-class roster of cancer specialists with a full complement of advanced diagnostic and treatment technologies, an expanded radiation oncology department, an infusion center, and more. Through the generosity of our donors, the Anderson Family Cancer Institute will enable us to provide the nation’s leading cancer therapies and full continuum of care, right here at home.

While others might be satisfied with maintaining the status quo, we remain committed to setting the standard for quality care and safety. That was evident when Jupiter Medical Center received a five-star rating for quality of care—the highest ranking awarded by the U.S. Centers for Medicare and Medicaid Services. We are the first and only hospital in our region to receive this ranking, which was awarded to just 10 percent of eligible hospitals in the U.S.

Also in 2019, we earned an “A” grade for hospital safety from The Leapfrog Group, a national health care ratings organization, for the second consecutive year. We also extended our streak of success by being awarded The Leapfrog Group’s Top-Hospital designation for general hospitals for the second year in a row. Jupiter Medical Center is among just 6 percent of hospitals in the nation to receive this honor.

The past fiscal year also included the introduction of new treatments and technology, such as the Mako Robotic Arm-Assisted technology for total knee replacement and SpaceOAR hydrogel for prostate cancer treatment. Though not officially part of FY2019, the opening of the first three floors of our five-story patient tower is worthy of mention, as it is the home of our new 16-bed Level II De George Neonatal Intensive Care Unit.

This is a sample of all that we achieved during FY2019. Every accomplishment is a testament to the hard work of our health care professionals and staff, the leadership of our administration, the vision of our board of trustees, and the generosity of our donors. Thank you for choosing Jupiter Medical Center. We will continue to do all that we can to earn your trust and your support.

Martin A. Dytrych, CPA
Chairman, Board of Trustees

Amit Rastogi, MD, MHCM
President & CEO

A Time of Historic Growth and Transformation

Amit Rastogi, MD, MHCM
President & CEO

Martin A. Dytrych, CPA
Chairman, Board of Trustees

BOARD OF TRUSTEES

FRONT ROW: Robert J. Silley, Vice Chairman, Board of Trustees; Martin A. Dytrych, CPA, Chairman, Board of Trustees; Joseph R. Taddeo, Chairman, Foundation Board of Trustees; Michele D. Deverich; Anthony P. Shaya, MD; Mary Roff, Auxiliary President; Henri J. DesPlaines

BACK ROW: Rosanne M. Duane, Esq.; Mark L. Cerry, MD; Jack Waterman, DO; Harvey Golub; Peter A. Lund, Paul Chiapparelli; Simie Platt, MD, Chief of Staff; Andres Suarez, MD; Ryan Sinavitch, MD

EXECUTIVE TEAM

FRONT ROW: Pamela Conner, RN, BSN, Interim Chief Nursing Officer; Vice President of Quality; Steven Siddley, Vice President, Chief Operating Officer; Amit Rastogi, MD, MHCM, President & Chief Executive Officer; Raymond Golub, MD, Chief Quality and Informatics Officer

BACK ROW: Liv Vosely, President, Jupiter Medical Center Foundation; Dale Roeling, Vice President, Chief Financial Officer; Tom Schweing, Vice President, Chief Information Officer; Aaron Davis, General Counsel
5 Stars for Overall Quality
In January 2019, Jupiter Medical Center became the first and only hospital in Palm Beach, Martin, St. Lucie, and Indian River counties to receive five-star rating for quality of care—the highest ranking awarded by the Centers for Medicare & Medicaid. Just 10 percent of eligible hospitals in the U.S. hold this elite designation.*

Top Hospital for Patient Safety
For the second consecutive year, Jupiter Medical Center earned an “A” for patient safety from The Leapfrog Group, a national nonprofit organization focused on health care safety and quality. The Leapfrog Group rates hospital performance in safety, quality and efficiency of care. In addition, Jupiter Medical Center is among a select few of “A” grade hospitals in the nation to also receive recognition as a “Top Hospital” by The Leapfrog Group, affirming our continued excellence and leadership in delivering quality, safety and an outstanding patient experience. Jupiter Medical Center is among just 6 percent of hospitals in the nation to achieve this designation.

Accreditation: The Benchmark of Quality
We participate in ongoing self-evaluation, as well as peer reviews conducted onsite by certified health care professionals who compare our standards of care to exacting national patient care and safety benchmarks. Gaining external agency accreditation is one of the best ways to ensure that we remain on the cutting-edge of health care. Below is just a sample of the agencies that granted us accreditation or certification in FY2019.

• Urgent Care Association: Urgent Care and Occupational Medicine Accreditation; Antibiotic Stewardship Commendation
• Joint Commission: Chest Pain Certification Re-Accreditation
• Florida Agency for Health Care Administration: Skilled Nursing Re-Accreditation
• American College of Radiology: Foshay Cancer Center and Department of Radiology Re-Accreditation
• National Accreditation of Breast Centers: Comprehensive Breast Program for Oncology Re-Accreditation
• American College of Radiology: Breast Cancer Center and Department of Radiology Re-Accreditation
• National Accreditation of Breast Centers: Comprehensive Breast Program for Oncology Re-Accreditation
• American Association of Blood Banks and College of American Pathologists: Laboratory Services
• Accreditation Council for Continuing Medical Education: Business Development Office Re-Accreditation

Language of Caring
Quality patient care and compassionate caregivers are what distinguishes Jupiter Medical Center from other health care organizations. Initiated in FY2019, “Language of Caring” is an ongoing initiative to help our team members develop communication skills that make their commitment to patients more intentional, visible and effective. Approximately 2,000 staff and 230 volunteers have so far been trained in this program, which is designed to build trust, ease anxiety, and provide emotional support for our patients.

Orchid Digital Rounding System
Patient feedback is critical in providing excellent care. In FY2019, Jupiter Medical Center instituted the Orchid Digital Rounding System. Accessed from an iPad or smartphone, this digital tool enables clinical leaders and patient relations representatives to ensure patients’ needs are met in real time. The system uses a variety of scripts with questions to generate patient feedback on their clinical care and experience. Once patients’ concerns are entered into the system, automatic alerts are sent to the appropriate department for resolution. Since its inception, we have rounded on more than 3,300 patients.

QUALITY CARE
Placing patients first requires addressing every aspect of the patient and family experience. In FY2019, we continued to make great strides in enhancing overall patient safety, care and satisfaction.

5 Stars for Overall Quality
In January 2019, Jupiter Medical Center became the first and only hospital in Palm Beach, Martin, St. Lucie, and Indian River counties to receive five-star rating for quality of care—the highest ranking awarded by the Centers for Medicare & Medicaid. Just 10 percent of eligible hospitals in the U.S. hold this elite designation.*

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• National Accreditation of Breast Centers: Comprehensive Breast Program for Oncology Re-Accreditation
• American Association of Blood Banks and College of American Pathologists: Laboratory Services
• Accreditation Council for Continuing Medical Education: Business Development Office Re-Accreditation

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* As of December 2019
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 continues to be a leader in key measures of the patient experience among hospitals in Palm Beach, Martin, St. Lucie and Indian River counties.

**PATIENT SATISFACTION**

**Overall Patient Satisfaction Rating**

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Rating</th>
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<tbody>
<tr>
<td>National Average</td>
<td>72%</td>
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<tr>
<td>Average for all reporting hospitals in the U.S.</td>
<td>68%</td>
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<td>Jupiter Medical Center</td>
<td>77%</td>
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**Patients Likely to Recommend**

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
<td>National Average</td>
<td>77%</td>
</tr>
<tr>
<td>Average for all reporting hospitals in Florida</td>
<td>69%</td>
</tr>
<tr>
<td>Jupiter Medical Center</td>
<td>80%</td>
</tr>
</tbody>
</table>

**PATIENT SATISFACTION**

Overall Patient Satisfaction Rating

- Jupiter Medical Center: 77%
- Average for all reporting hospitals in Florida: 69%
- Average for all reporting hospitals in the U.S.: 68%
- National Average: 72%

Patients Likely to Recommend

- Jupiter Medical Center: 80%
- Average for all reporting hospitals in Florida: 69%
- Average for all reporting hospitals in the U.S.: 77%
Jupiter Medical Center has evolved from a good community hospital into an exceptional regional medical center. As a private, independent not-for-profit hospital, we are reliant on philanthropic support from our community. That support—coupled with thoughtful strategic planning and forward-thinking leadership—has enhanced our ability to provide world-class clinical programs and services close to home.

Expert, compassionate care in a child-friendly setting

To meet the demand of families in our community, we opened the 6,300-square-foot Mastroianni Family Pediatric Emergency Department on May 3, 2019. This new eight-bed, kid-friendly facility, which features a colorful underwater décor, gives our young patients their own waiting area, triage rooms, treatment rooms and more. Since its opening, we have treated 3,975 patients through the end of FY2019.

In addition, we continue to make significant enhancements in overall pediatric care. During FY2019, we expanded our offerings by adding a pediatric anesthesiologist, a pediatric radiologist and a pediatric pharmacist to care for patients in our 12-bed De George Pediatric Unit, which is operated in partnership with Nicklaus Children’s Hospital. The pediatrics care team also includes a child life specialist, who uses therapeutic play and other techniques to help children cope with the challenges of hospitalization and their medical procedures.

OUR TRANSFORMATION INTO A REGIONAL HEALTH CARE DESTINATION

Jupiter Medical Center has evolved from a good community hospital into an exceptional regional medical center. As a private, independent not-for-profit hospital, we are reliant on philanthropic support from our community. That support—coupled with thoughtful strategic planning and forward-thinking leadership—has enhanced our ability to provide world-class clinical programs and services close to home.
Comprehensive Stroke Center

In January 2019, Jupiter Medical Center became the only hospital in northern Palm Beach and southern Martin counties to achieve the designation of a comprehensive stroke center from the Florida Agency for Health Care Administration. Thanks to a $5 million gift from an anonymous donor, our advanced facilities, technology and specially trained physicians can treat the most complex stroke patients within minutes of admission.

Our new neurointerventional biplane angiography technology, which allows for a 3D look at the deepest areas of the brain, provides more accurate diagnosis and less invasive treatments for neurological abnormalities. A new procedural room was also created for the new technology and the intensive care unit was expanded to accommodate neurosurgical patients and those with related conditions.

During FY2019, we had 302 biplane cases. In addition, we recently recruited Dr. Juan Gomez, a specialist in vascular and interventional radiology and neuro interventional radiology, to join our team of employed physicians and provide treatment for these complex cases.

Cardiac and Vascular Care

In FY2019, we expanded our facilities to include two new cardiac surgery operating rooms and an eight-bed cardiovascular intensive care unit in anticipation of officially establishing the Timothy and Jayne Donahue Cardiac Surgery Program, which is now scheduled to launch in early 2020. We also added electrophysiology functionality to one of our two existing cardiac catheterization labs and built a new cardiac catheterization lab as well, giving us a total of three labs for advanced cardiac care. The new cardiac surgery program, which will enable us to offer an array of new services, such as cardiac bypass, valve replacement, cardiac ablation, and other cardiac and vascular services, is a major component of the Robson Heart & Vascular Institute.

Observation Unit

The new 18-bed James J. Fekyn & Louise Brien Fekyn Observation Unit opened in FY2019 to care for patients in need of further evaluation, tests or close monitoring for up to 48 hours. By freeing emergency teams to focus on new arrivals and ensuring the availability of hospital beds for admitted patients, the observation unit is helping to improve care delivery across the spectrum.
Genetic Testing and Cancer Risk Reduction

The Cancer Genetics and High-Risk Program at Jupiter Medical Center offers testing for all heritable cancer syndromes. Identifying at-risk families through genetic testing is imperative to cancer risk reduction. Cancer predisposition counseling and genetic testing with expanded gene panels helps to identify at-risk families. Once high-risk families are identified as carrying a gene mutation—such as BRCA 1, BRCA 2, and Lynch Syndrome—comprehensive counseling ensues. Counseling includes sharing information on enhanced surveillance, as well as risk-reducing surgeries and medications, with an emphasis on lifestyle modifications.

Multidisciplinary Clinics

Our physicians and specialists routinely participate in multidisciplinary clinics, consisting of specialists from all aspects of cancer care to collaboratively determine the best course of treatment for each patient. Cases are discussed with medical and radiation oncologists, as well as pathologists, radiologists, genetic counselors and other specialists in order to deliver a personalized and comprehensive patient treatment plan. Patients are able to consult with each specialist and get their questions answered in one day. As a result, patients are treated sooner, with a greater understanding of their course of care.
Mastery of Breast Surgery Program
Designed by The American Society of Breast Surgeons, the Mastery of Breast Surgery Program documents quality outcomes and procedures. This self-evaluation in performance stands as a new kind of continuing medical education. The program encourages surgeons to report their clinical performance of breast procedures so that a database of quality care be created and referenced at any time. These results can be compared to national standards for all breast cancer patients. Jupiter Medical Center has entered over 400 cases into the program to encourage collaboration and best practices among breast surgeons.

Tackling abnormalities in breast tissue with precision
The first hospital in Palm Beach County to use the innovative SAVI SCOUT radar localization system during a lumpectomy (partial breast removal) or biopsy, Jupiter Medical Center now has an advanced model that provides a deeper measurement allowing our surgeons to be even more precise.

With SAVI SCOUT, a small reflector the size of a grain of rice is placed into the breast prior to the day of surgery. Non-radioactive wave technology similar to radar is used to find the reflector planted directly into the tumor. This surgical guidance system enables physicians to more precisely target and remove cancerous tumors while minimizing risk to surrounding healthy tissue.

Women’s Lung Health Program
Lung cancer is the leading cancer killer of women in the United States. Over the past 40 years, while cases in men decreased by 35 percent, new cases in women increased by 87 percent. One in every 17 women will be diagnosed with lung cancer in her lifetime. Close to half will not survive. Lung cancer often has no symptoms and is found in both smokers and non-smokers. As such, it requires an aggressive strategy focused on early detection through screening.

In FY 2019, Jupiter Medical Center initiated the Women’s Lung Health Program to improve early detection and long-term survival rates. A dedicated lung nurse navigator is available to discuss risk factors, determine whether screening is appropriate, and provide guidance through the entire continuum of care.
Cutting-Edge Treatments for Abdominal Cancers

The Hepatobiliary and Pancreatic Cancer Program has focused on advancements in cutting-edge treatments that lead to increased life expectancies among patients with liver or pancreatic cancer. During FY2019, Jupiter Medical Center performed the hospital’s first robotic distal pancreatectomy and its first robotic abdominal perineal resection. In collaboration with interventional radiologists, Dr. Shanel Bhagwandin, medical director of our Gastrointestinal Surgical Oncology Program, expanded the interventional oncology program by performing the hospital’s first minimally invasive microwave ablation of liver tumors.

A high-risk pancreatic cyst surveillance program was also established in FY2019. Still in its early stages, the program identified 10 patients at risk of developing pancreatic cancer who are now being closely monitored for early detection. This new initiative emerged one year after Dr. Bhagwandin performed more than 40 liver and pancreas surgeries, making Jupiter Medical Center a high-volume program for those cancers. In addition, 10 patients underwent hyperthermic intraperitoneal chemotherapy (HIPEC), an advanced treatment for cancer that has spread throughout the abdomen. The procedure makes Jupiter Medical Center the first and only hospital in Palm Beach, Martin and Indian River counties to offer this treatment.

New Options for Prostate Cancer

One of our many advances this year in state-of-the-art treatments includes the use of SpaceOAR hydrogel solution procedure administered to men undergoing radiation therapy for prostate cancer. The gel is injected shortly before radiation therapy in an outpatient procedure. The solution transforms into a gel that creates an extra space between the prostate and the rectum, protecting the rectum from radiation exposure. When used in concert with radiation therapy, patients typically experience few if any side effects and return to their regular routine soon after completing treatment.
Obstetrics
Mitigating Risk in the Delivery Room
With 1,611 births reported in FY2019, Jupiter Medical Center experienced a record-breaking year of births. As an added bonus, readers of the Palm Beach Post named Jupiter Medical Center the “Best Place to Have a Baby” in 2019. Being the hospital of choice is an honor we take seriously and strive to maintain by providing excellent care enhanced through state-of-the-art technology. In FY2019, Jupiter Medical Center became the first and only hospital in Palm Beach County to use Triton, an artificial intelligence tool that measures blood loss during childbirth. The system, composed of a mobile stand, iPad with specialized apps and Bluetooth, enables doctors to determine during and after childbirth if a patient needs additional treatment or requires a blood transfusion.

Orthopedics
Robotic-Arm Assisted Surgery
Jupiter Medical Center is one of a select few hospitals in Florida with orthopedic certifications from The Joint Commission for hip, knee and shoulder replacement, as well as spine surgery. We maintain this distinction through our commitment to medical excellence and by providing advanced orthopedic care. In late 2019, Dr. Vincent A. Fowble of Palm Beach Orthopaedic Institute performed the hospital’s first total knee replacement surgery using Mako robotic-arm assisted technology. Through machine learning, the Mako robotic arm creates a 3D virtual model of the patient’s bone anatomy, allowing medical teams to virtually put implants in place. Once the surgical team is satisfied with the virtual model, they can use the Mako to proceed with surgery. This allows for more precise bone preparation, less soft tissue injury, and the potential for less pain and a speedier recovery.
Patient Tower Brings a New Level of Care and Comfort

In late 2019, Jupiter Medical Center opened the first phase of its new five-story patient tower, with plans to launch the second phase in early 2020. Phase one features a new main entrance to the medical center, as well as the Level II De George Neonatal Intensive Care Unit, the James & Diane Perrella Patient & Family Resource Center, a coffee shop, and a gift shop. Phase two of the tower includes the Missy & Peter Crisp Cancer Unit for Women, and the Tansky Concierge Suites.

Level II De George Neonatal Intensive Care Unit
The new 16-bed level II neonatal intensive care unit (NICU) provides expert care for babies born as early as 32 weeks gestational age, weighing at least 1,500 grams (3.3 pounds), or with conditions that require special medical care. Located on the third floor of the new tower, the NICU features a centralized system to monitor babies’ respiratory rate, heart rate and blood pressure, and is staffed by a team of highly trained neonatologists and nurses skilled in neonatal care. The NICU also features breast pumps, refrigerators and breast milk warmers adjacent to each bed, offering families greater comfort and convenience.

James & Diane Perrella Patient & Family Resource Center
Located in the lobby of our new patient tower, the resource center provides patients and families with a comfortable setting for respite from the clinical environment. It provides business services, computers, and a private meeting room. Guests can obtain or access recommendations regarding area accommodations; restaurants; transportation services; local delivery services; hospital lectures and events; support services; and more.

Missy & Peter Crisp Cancer Unit for Women*
This dedicated space on the fourth floor of the new tower will serve as a haven of comfort and advanced care for women recovering from cancer-related surgical procedures. All clinical services provided on the floor are designed to specifically meet the needs of our female patients.

Tansky Concierge Suites*
Situated on the fifth floor of the new patient tower, the suites will offer patients, families and their caregivers luxury accommodations, coupled with highly skilled clinicians and an attentive concierge staff. Each two-bedroom suite features floor-to-ceiling windows to provide an abundance of natural light and is equipped with high-end amenities, such as two 55-inch flat screen televisions, an in-room safe, and a mini-fridge stocked with preferred beverages. Extras also include Frette linens, bathrobe and slippers; deluxe L’Occitane toiletries; and more.

* Opening in early 2020

* Opening in early 2020
A Timeline of Historic GROWTH and TRANSFORMATION

Fiscal year 2019 was a year of significant growth and expansion for Jupiter Medical Center, and we will continue this great trajectory of medical advancement in the years ahead.

2019
- Mastroianni Family Pediatric Emergency Department
- Comprehensive Stroke Center

2019 Level II De George Neonatal Intensive Care Unit

2019 Comprehensive Stroke Center

2020 Anderson Family Cancer Institute

2020 Timothy and Jayne Donahue Cardiac Surgery Program

2020 Missy and Peter Crisp Cancer Unit for Women and the Tansky Concierge Suites

2020 Foshay Cancer Center

Anderson Family Cancer Institute

Our new 55,000-square-foot comprehensive cancer institute will open in 2020. At the forefront of diagnosis, treatment and management of all types of cancer, the institute will provide integrative support services to assist patients with every aspect of care. A multidisciplinary treatment team will facilitate a collaborative approach to personalized patient care that will combine with cutting-edge technology, world-class clinical treatment facilities and protocols.
In September, Jupiter Medical Center appointed Amit Rastogi, MD, MHCM, president and chief executive officer. The first physician leader in our history, Dr. Rastogi provides strategic direction and leadership as the medical center expands the breadth and depth of its services.

Prior to joining Jupiter Medical Center, Dr. Rastogi held executive roles at Yale New Haven Health, serving as chief medical officer, chief operating officer, and interim chief executive officer. During his tenure, he instituted numerous safety and quality initiatives and helped implement health care technology solutions. Dr. Rastogi has also served as senior vice president of strategy, growth and innovation at Inova Health, Virginia’s leading health care system, where he led health system strategy, developed innovative care models, and oversaw marketing and philanthropy.

Board certified in internal medicine, Dr. Rastogi has more than 15 years of clinical practice experience. He earned his medical degree from the University of Medicine and Dentistry of New Jersey and pursued postgraduate training at Brigham and Women’s Hospital-Harvard Medical School and St. Vincent’s Medical Center-Yale School of Medicine.

Dr. Rastogi holds a master’s degree in health care management from Harvard University and a certificate in artificial intelligence from Massachusetts Institute of Technology. He lectures internationally on topics such as health care technology, health care economics and genomics.

Since joining Jupiter Medical Center, Dr. Rastogi was named one of “50 Power Leaders in Health Care” by the South Florida Business Journal, and Palm Beach Illustrated included him in the “Palm Beach 100—Palm Beach County’s Most Influential Business Leaders” for 2020.
In FY2019, generous philanthropic support catapulted our fundraising efforts ever closer to our $300 million goal. To date, the foundation raised nearly $200 million, $26 million of which was raised in FY2019. This remarkable achievement demonstrates the community’s investment in our transformative vision of bringing world-class clinical care close to home.

Philanthropic Investments Changing Lives…Big and Small

In 2019, Jupiter Medical Center witnessed a remarkable transformation, due to significant philanthropic gifts from FY2018. Thanks to a $5 million gift, Jupiter Medical Center cut the ribbon on two state-of-the-art operating rooms, laying the groundwork for the Timothy and Jayne Donathone Cardiac Surgery Program, launching in 2020. This investment, in conjunction with an anonymous $10 million gift, will allow Jupiter Medical Center to launch the Robin Heart & Vascular Institute. The institute will offer the latest technologies and techniques to improve patient outcomes and reduce recovery times.

A $3 million gift from the Mastroianni Family Foundation enabled Jupiter Medical Center to expand pediatric care with the May 2019 opening of the Mastroianni Family Pediatric Emergency Department. Located adjacent to the hospital’s existing emergency department, the 6,300-square-foot wing is equipped with state-of-the-art technology and design elements intended to foster calm in our youngest patients. The new eight-bed department gives families with young children their own dedicated waiting area, and design elements intended to foster calm in our youngest patients. The new eight-bed department gives families with young children their own dedicated waiting area, triage rooms, treatment rooms, and more.

Advanced Care for Elders

Fifty-four percent of inpatients and 56 percent of outpatients at Jupiter Medical Center are age 65 or older. Thanks to a $1.25 million gift from the Cornelia T. Bailey Foundation, Jupiter Medical Center plans to continue to elevate the standard of care for our senior population by implementing the Glenn W. and Cornelia T. Bailey Geriatric Nursing Education Program through practices and protocols developed by Nurses Improving Care for Healthsystem Elders (NICHE). NICHE is an international nursing education and consultation program designed to improve geriatric care in healthcare organizations. The program provides educational resources for nursing and interdisciplinary teams to facilitate critical care in sleep, nutrition, cognition, ambulation, pain management, medication, depression and dementia.

Entenmann Family Chemotherapy & Infusion Center

In early 2020, Jupiter Medical Center will open the Anderson Family Cancer Institute. Because cancer patients spend a significant amount of their treatment time in infusion centers, the institute will house the Entenmann Family Chemotherapy & Infusion Center. Made possible by a $6 million gift from the Entenmann Family, the center will provide patients with a calming environment through an abundance of natural light. Patients will choose between a private room or group setting and receive treatment in specialized chairs—factors that make a huge impact on a cancer patient’s infusion experience. Additionally, the incorporation of feng shui design elements will evoke tranquility that supports both physical and mental health. This dedicated new center will allow us to care for more patients, more efficiently and comfortably as they receive chemotherapy, blood products and other treatments that require an infusion or injection.

Levels of Care

The James & Diane Perrella Patient & Family Resource Center, made possible by a generous $1 million gift, is proof of Jupiter Medical Center’s commitment to provide compassionate care. Located on the first floor of the new five-story patient tower, the center offers services to enhance the hospital experience for patients and their families. It will identify ways to streamline patient experience with dedicated staff that monitor national and local best practices to maximize success. When structures, processes and relationships align, organizations can achieve zero preventable harm to patients, decreased suffering in patients and advanced compassionate care.

Level II De George Neonatal Intensive Care Unit

In November 2019, Jupiter Medical Center opened the Level II De George Neonatal Intensive Care Unit (NICU). The unit provides around-the-clock care to sick or premature babies, as young as 32 weeks gestation, through top neonatologists, neonatal nurses, respiratory therapists, lactation consultants, advanced monitoring systems and more. Outfitted with 16 beds, advanced monitoring, imaging and respiratory technologies, the NICU was made possible through generous gifts from the medical center’s Auxiliary, the Lawrence J. and Florence A. De George Charitable Trust and the Nicklaus Children’s Hospital/ Nicklaus Children’s Health Care Foundation.

Innovative, life-giving care for generations

Medical Center will be able to provide through your generous support, Jupiter Medical Center will be able to provide innovative, life-giving care for generations to come. Thank you for your philanthropy.
FISCAL YEAR 2019
BY THE NUMBERS

Consolidated Statement of Operations
September 30, 2019, 2018, 2017, 2016 (Dollars in Thousands)

<table>
<thead>
<tr>
<th></th>
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<td>Investment Activities</td>
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<td>Other Operating Activities</td>
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<td>14,960</td>
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<tr>
<td>Total Expenses</td>
<td>285,105</td>
<td>250,501</td>
<td>243,144</td>
<td>221,602</td>
</tr>
<tr>
<td>Excess of Revenue Over Expenses</td>
<td>(2,818)</td>
<td>11,217</td>
<td>9,925</td>
<td>9,080</td>
</tr>
</tbody>
</table>

REVENUES DERIVED FROM:

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Average Daily Census</td>
<td>131</td>
<td>118</td>
<td>129</td>
<td>122</td>
</tr>
<tr>
<td>Team Members</td>
<td>1,780</td>
<td>1,689</td>
<td>1,658</td>
<td>1,620</td>
</tr>
<tr>
<td>Nurses</td>
<td>570</td>
<td>593</td>
<td>556</td>
<td>585</td>
</tr>
<tr>
<td>Physicians</td>
<td>663</td>
<td>650</td>
<td>637</td>
<td>615</td>
</tr>
<tr>
<td>Volunteers</td>
<td>640</td>
<td>640</td>
<td>640</td>
<td>634</td>
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YEARS IN NUMBERS

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<tbody>
<tr>
<td>Patient Service Revenue</td>
<td>$262,137</td>
<td>$238,583</td>
<td>$230,066</td>
<td>$208,655</td>
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<tr>
<td>Unrestricted Contributions</td>
<td>6,779</td>
<td>8,842</td>
<td>4,952</td>
<td>5,303</td>
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<tr>
<td>Investment Activities</td>
<td>5,931</td>
<td>6,027</td>
<td>8,919</td>
<td>6,118</td>
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<tr>
<td>Other Operating Activities</td>
<td>7,440</td>
<td>8,266</td>
<td>9,132</td>
<td>10,606</td>
</tr>
<tr>
<td>Total Unrestricted Revenue</td>
<td>282,287</td>
<td>261,718</td>
<td>253,069</td>
<td>230,682</td>
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<tbody>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>$127,835</td>
<td>$112,386</td>
<td>$111,012</td>
<td>$100,433</td>
</tr>
<tr>
<td>Supplies &amp; Services</td>
<td>127,173</td>
<td>115,134</td>
<td>110,554</td>
<td>100,617</td>
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<tr>
<td>Interest</td>
<td>3,090</td>
<td>2,308</td>
<td>2,301</td>
<td>2,418</td>
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<tr>
<td>Insurance</td>
<td>8,045</td>
<td>4,763</td>
<td>3,690</td>
<td>3,174</td>
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<tr>
<td>Depreciation &amp; Amortization</td>
<td>18,962</td>
<td>15,910</td>
<td>15,587</td>
<td>14,960</td>
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COMMUNITY BENEFIT & BUDGET

Community Benefit By Category

Charity Care $8.7M $7.4M $9.0M $6.2M
Medicaid Underfunding $5.7M $5.2M $5.0M $4.0M
Educational Programs, Free Health Care Screenings, Corporate Sponsorships & Donations $0.7M $0.7M $0.4M $0.3M
Total Contributions $15.1M $13.3M $14.4M $10.5M

Community Benefit By Category

2019 Charity Care 58% Medicaid Underfunding 38% Educational Programs, Free Health Care Screenings, Corporate Sponsorships & Donations 4%

Hospital Inpatient Volume By Community

Palm Beach Gardens 16.4% Tequesta 7.3% North Palm Beach 3.6%
West Palm Beach 8.4% Hobe Sound 5.2% Other 22.9%

Charitable Donations Received

2019 $27.7M 2018 $42.0M 2017 $25.3M 2016 $40.8M
Mission
To deliver excellent and compassionate health care, advancing the well-being of the people we serve.

Values
Respect, Integrity, Excellence, Accountability, Teamwork and Courage

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