We Chose West Florida Hospital

“When we found out we were pregnant with twins we knew we wanted to deliver at West Florida Hospital. We had our first child there and the experience was so great that we did not even think of going anywhere else. The nurses, physicians and staff provided us with exceptional care that led to an amazing experience. When we arrived we were a little anxious but the staff immediately put us at ease by listening to our concerns, making sure we were comfortable and treating us like we were part of their family.”

The Rademacher Family
A Message from Our President

On behalf of our Board of Trustees and senior leadership, we are pleased to present West Florida Healthcare’s 2016 Community Report. The many accomplishments outlined in this report would not have been possible without our dedicated physicians, associates, and volunteers and we would like to recognize them for continuing to fulfill our mission of providing quality, compassionate care to our patients and their loved ones.

In addition to our proud tradition of caring for thousands of residents throughout Northwest Florida each year, we are honored to serve as a good corporate citizen, as well. For example, last year we paid more than $16 million in taxes which go directly toward financing our schools, roads, EMS, and police and fire departments, just to name a few. And, we employ more than 2000 associates who all live, work, and play in Northwest Florida.

Our team utilizes the patient and family-centered model of care, an approach that results in consistently high patient experience scores. By working collaboratively using evidence-based clinical practice standards, these highly-competent professionals remain totally focused on patient safety and quality of care.

To enhance our culture of safety, we have implemented advanced technologies to ensure that we are delivering compassionate care in the safest possible environment. We are also dedicated to continuous quality improvement. Our multi-disciplinary teams of physicians, nurses, clinicians, educators and support staff follow evidence-based care practices as well as process improvement techniques and systems to constantly improve the environment of care.

In addition, we equip our physicians and staff with the tools they need to ensure consistent, excellent patient outcomes. Our successes in this area are validated on the following independent websites:

- Medicare.gov/hospitalcompare
- Qualitycheck.org
- Hospitalsafetycheck.org

Providing quality data to the public gives patients the additional tools they need to be more informed participants in their healthcare decisions. When we share important measures of quality, we don’t “pick and choose” the measures that put us in a more favorable light. If the quality data shows that we need to improve, we will present that data for the public to view, just as we will present the data that shows when we excel.

It is important that you understand what our quality results mean and how those results may affect your health care. Our goal is to continue to raise the bar when it comes to the delivery of quality healthcare in our community, and we challenge the other hospitals in our area to follow our lead.

West Florida Healthcare is honored to be part of this community for more than 40 years and we are committed to serving its health care needs now and for years to come.

Brian P. Baumgardner
President and Chief Executive Officer
West Florida Healthcare
Main Campus

West Florida Medical Group Locations

West Florida Healthcare Leadership

Brian Baumgardner
President & Chief Executive Officer

Jessica O’Neal
Chief Operating Officer

Karen White-Trevino
Chief Nursing Officer

Frank Lauro, D.O.
Senior Vice President, Medical Affairs and Chief Medical Officer

Randy Butler
Chief Financial Officer

Jason Kimbrell
Assistant Administrator
Community Impact Summary

Our Facilities & Services

- 515 Licensed Beds
- Family Birthplace
- Eight Primary Care Locations
- Heart Center
- Sleep Disorders Center
- Digital Mammography
- Mobile Mammography Unit
- Inpatient Rehab Facility
- Psychiatric Care Facility
- All Private Rooms

Statistics

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Treated</td>
<td>134,584</td>
</tr>
<tr>
<td>2015 Annual Admissions</td>
<td>15,775</td>
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<tr>
<td>2015 Annual Emergency Visits</td>
<td>58,069</td>
</tr>
<tr>
<td>Total Medicaid Patients Treated</td>
<td>16,487</td>
</tr>
<tr>
<td>Medicaid Market Share</td>
<td>14.61%</td>
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<tr>
<td>Indigent Patients Treated</td>
<td>11,478</td>
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<tr>
<td>Indigent Patients Market Share</td>
<td>25.96%</td>
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</table>

Our Hospital Family

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Employees</td>
<td>1,319</td>
</tr>
<tr>
<td>Total Physicians</td>
<td>467</td>
</tr>
<tr>
<td>Total Volunteers</td>
<td>188</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>18,115</td>
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</table>
Community Impact Summary

**Economic Impact**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Payroll (Salaries, Benefits, Contract Labor)</td>
<td>$104,085,056</td>
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<tr>
<td>Cost of Charity and Uncompensated Care</td>
<td>$14,345,927</td>
</tr>
<tr>
<td>Taxes Paid:</td>
<td></td>
</tr>
<tr>
<td>Federal Income Tax</td>
<td>$10,037,255</td>
</tr>
<tr>
<td>State Income Tax</td>
<td>$917,679</td>
</tr>
<tr>
<td>Indigent Care Tax</td>
<td>$3,108,185</td>
</tr>
<tr>
<td>Property Tax</td>
<td>$1,043,286</td>
</tr>
<tr>
<td>Sales Tax</td>
<td>$2,177,193</td>
</tr>
<tr>
<td>Other Local Tax</td>
<td>$129,450</td>
</tr>
<tr>
<td><strong>Total Taxes</strong></td>
<td><strong>$17,413,048</strong></td>
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<tr>
<td>Capital Investment (5 yr. average)</td>
<td>$7,646,930</td>
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<tr>
<td>Local Vendor Support</td>
<td>$16,960,493</td>
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<tr>
<td>Minority &amp; Women Owned Business Support</td>
<td>$1,210,902</td>
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<tr>
<td>Physician Specialty Coverage</td>
<td>$2,450,373</td>
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<tr>
<td><strong>TOTAL Economic Impact</strong></td>
<td><strong>$162,901,827</strong></td>
</tr>
</tbody>
</table>

Economic Impact percentages rounded to nearest 1/2 percent.
Investing in Our Community

Awards and Recognition

Many awards and recognitions are bestowed on our facilities and management teams, acknowledging not only the outstanding medical care and services we provide, but also the leadership role we play in our communities.

Our acknowledgements included:

- “A” Rating on Leapfrog Hospital Safety Score
- Area’s Only 100 Top Hospital by Truven Health Analytics for the Second Year in a Row
- Reaccredited as Area’s First Accredited Chest Pain Center with PCI
- Florida’s First Hospital Accredited for Atrial Fibrillation with EPS
- Area’s First Breast Imaging Center of Excellence
- Accreditation by the American College of Radiology for Breast MRI
- Recognized as a Top Performer on Key Quality Measures® by The Joint Commission for five years in a row
- Get With the Guidelines Stroke—Gold Plus Quality Achievement Award
- Gold Seal of Approval as an Advanced Primary Stroke Center by The Joint Commission and the American Heart Association/American Stroke Association
- Target: Stroke Honor Roll by the American Heart Association/American Stroke Association
- West Florida Sleep Disorders Center accredited by The American Academy of Sleep Medicine
- CARF Accreditation for Rehabilitation Institute
- Brain and Spinal Cord Designation for the State of Florida – Rehabilitation Institute
- UnitedHealth Premium Specialty Center designation for Cardiac Services and Surgical Spine Services
- Accreditation for Brain and Spinal Cord Injury
- Accreditation for Nuclear Cardiology
- American College of Cardiology’s NCDR ACTION Registry-GWTG Silver Performance Achievement Award for Cardiac Care for 2015
## Investing in Our Community

West Florida Healthcare is proud to have supported these and other great organizations in 2015:

- Alzheimer’s Family Services
- American Heart Association
- American Cancer Society
- American Diabetes Association
- American Lung Association
- Covenant Care
- Escambia County Medical Society
- Favor House
- March of Dimes
- Martin Luther King Jr. Parade Sponsors
- NAACP Scholarships
- OneBlood Center
- Pace Area Chamber of Commerce
- Partners in Education with Ferry Pass Elementary
- Pensacola Bay Area Chamber of Commerce
- Pensacola Opera
- Pensacola Rotary
- Pensacola State College
- Ronald McDonald House
- Santa Rosa Chamber of Commerce
- United Way

## Community Support

Each year West Florida Healthcare conducts over 100 health care seminars, screenings and health fairs. Last year, this outreach touched over 5,000 people, who learned more about a variety of topics from breastfeeding a new baby to helping a loved one suffering from Alzheimer’s disease.

Our many and varied screenings offer an opportunity for early detection of health problems that might otherwise go untreated until more serious or even dangerous situations occur. Attendees are encouraged to voice their questions and concerns to professionals who can answer knowledgeably and confidently.

As West Florida Healthcare continues to grow and invest in new technology, we are also committed to helping grow and invest in our community. To show our commitment to the northwest Florida community, we have contributed to a variety of worthwhile organizations which we believe are improving the quality of life for northwest Florida.
Volunteering

The employees of West Florida Healthcare donate thousands of volunteer hours each year throughout our community. From providing medical services and health information at community health fairs to supporting community events such as the United Way “Day of Caring” and the Favor House “White Rose Luncheon,” our staff, volunteers and physicians give back to our communities, both in and outside of our facility.

Seasonal Flu Preparation

West Florida Healthcare enforced stringent standards in preparation for the 2015 flu season. With heightened concerns regarding the flu, employees providing direct patient care were required to receive vaccines or wear surgical masks while in patient care areas.

Consult-A-Nurse

Free physician referral, health information and class registration are available around the clock by calling 1-850-494-3212. Registered nurses are available for consultation through this bi-lingual community service.

Step Up for Students

Since 2005, HCA has redirected corporate income tax to the Step Up for Students program. Through this program, low-income students were given K-12 scholarships, enabling them to receive a quality education tailored for their specific needs.

Children who qualify for the National School Lunch Program can receive scholarships. Qualifying parents use these grants to send their child to the public or private school that best meets their child’s needs.

<table>
<thead>
<tr>
<th>Step Up for Students Program</th>
<th>$42,275,000*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Low-Income Student Scholarships</td>
<td>11,178</td>
</tr>
</tbody>
</table>

*Represents five year contribution for HCA Hospitals in the state of Florida

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I Chose West Florida Rehabilitation Institute

“After experiencing a Traumatic Brain Injury, I needed help with my speech. The therapists at West Florida Rehab Institute helped me with my communication skills. I am doing so much better now that I’ve even joined Toastmaster’s!”

Anna Pope
Quality and Patient Safety

SurgiTrak Family Notification of Surgical Status

In 2013, West Florida Healthcare introduced SurgiTrak, a convenient new service that provides notifications to designated family members of a patient’s progression through surgery. Notifications can be sent via text or email to a mobile device such as a smartphone, a tablet, or any other computer or laptop with an Internet connection. This provides family and friends who are in a remote geographical location with immediate information about their loved one who is having surgery in an HCA facility. For family members at the hospital, it will provide them the freedom to leave the waiting area without missing vital information about their loved one’s surgery.

AirStrip OB™

AirStrip OB delivers vital patient waveform data — including fetal heartbeat and maternal contraction patterns — directly from the labor and delivery unit to a medical professional’s mobile wireless device similar to how they appear on a hospital-based monitor. Physicians can closely monitor patients 24/7 when the demands of their day necessitate their periodic absence from the Labor and Delivery Unit. Built on the latest mobility platforms, the AirStrip service is FDA-cleared on virtually all mobile devices and HIPAA compliant with a single-user sign-on component. AirStrip OB incorporates stringent security measures to ensure confidential patient data is fully protected. In today’s healthcare environment, improving patient safety and reducing risk are of paramount concern. The Joint Commission has identified ineffective communication as one of the primary causes of medical errors leading to patient injury. In bringing the right data to the right doctor at the right time, AirStrip OB helps our hospitals deliver excellent patient care.

Severe Sepsis Program

Severe sepsis is the most common cause of death in the ICU nationally. Healthcare costs to care for patients with severe sepsis are nearly twice as high as those for other patients, and mortality rates are much higher, as well. The facility-wide severe Sepsis Program includes a three-tiered screening process and use of evidence-based bundles along with a designated sepsis coordinator.

Electronic Health Record (EHR)

With EHR, access to patient health information is simplified and patient safety and quality improved. Our hospitals have brought numerous clinical components for the EHR online through major investments in technology.

BCTA – Barcode-enabled Transfusion Administration

Barcode-enabled Transfusion Administration provides our hospital teams with barcoding capability for blood products, with automated reporting and trending of blood utilization in accordance with regulatory guidelines as well as automated reporting of blood transfusion reactions. It is an important service to provide our teams because it enables bedside patient and product verification for blood product administration for enhanced patient safety. In addition, it improves monitoring and reporting regarding blood administration and utilization, while decreasing errors.
Quality and Patient Safety

Clinical Excellence and HCA Awards of Distinction

Congratulations to our first winners of the national HCA Awards of Distinction and our 2015 Clinical Excellence Awards. The HCA Awards of Distinction include the Frist Humanitarian Awards, which annually honor an employee, physician and volunteer, and the HCA Excellence in Nursing Awards, celebrating nurses who promote professional mentorship and compassionate care. The Clinical Excellence Awards recognize exemplary nurses and support personnel who have made a difference in patient care through demonstration of clinical expertise.

HCA Awards of Distinction National Award Winners

Frist Humanitarian Award
Christy Allen, RN, Cardiac Care

Excellence in Nursing Award for Compassionate Care
Joanne Pryor, RN, Intensive Care/Cardiac Intensive Care

Clinical Excellence Award Winners

Compassionate Care
Direct Patient Care Nurse
Tina Cruger, RN, General Surgery Unit
Claire Inabnit, RN, Emergency Department

Direct Support Staff
Glenn Bayless, Endoscopy
HCA Physician Services
Lorna Donnelly, West Florida OB/GYN

Professional Mentoring
Direct Patient Care Nurse
Jan Lewis, RN, Special Procedures
Joseph Price, RN, Behavioral Health/Pavilion

Direct Support Staff
Kristen Van Matre, Family Birthplace

Leadership Educators
Kimberly Lawrence, RN, Oncology/Hematology Unit
Jessica Van Geste, RN, Behavioral Health/Pavilion

“Spirit of Nursing” Award
“Pete” Bynum, RN, Cardiovascular ICU Unit

2016 COMMUNITY REPORT
Quality and Patient Safety

Radiation Right

Studies have shown that in addition to the benefits of diagnostic procedures that involve radiation, there might also be risks that should be considered by patients and those treating them. Some government agencies and medical organizations have stressed the adoption of two guiding principles of radiation protection for patients: appropriate justification for ordering each procedure and careful optimization of the radiation dose applied during each procedure.

Radiation Right incorporates these baseline recommendations but adds additional steps, including adoption of education and competency standards for clinical professionals, meeting and achieving nationally recognized certification standards and adopting “As Low As Reasonably Achievable” or ALARA dose protocols. Radiation Right also follows The Alliance for Radiation Safety in Pediatric Imaging’s “Image Gently” protocol for pediatric patients.

Our radiation-reduction efforts focus on preventing accidental or isolated incidents of excessive exposure, reducing cumulative radiation dose, and focusing on nationally accepted guidelines to assure that we always give the lowest effective dose of radiation possible.

LifeNet

The LIFENET System can help alert care team members about an inbound EMS patient and provide them the patient’s 12-lead ECG and vital signs. EMS is able to wirelessly transmit the ECG from the field to Emergency Department personnel prior to the patient’s arrival. This enables the team to confirm a heart attack (STEMI) and then activate the STEMI team. This solution improves patient safety by reducing the time from when the STEMI is identified to when percutaneous coronary intervention occurs.

Care Assure

Care Assure is HCA’s commitment to ensuring appropriate follow-up care for patients after discharge from its hospitals by identifying patients with cardiovascular disease and ensuring appropriate follow-up. The Care Assure program uses evidence-based clinical criteria to identify patients with cardiovascular disease. A web-based IT tool identifies patients that meet evidence-based clinical criteria and the Nurse Navigators reach out to patients to assist them with their transition back into the outpatient setting through coaching, scheduling appointments, and ensuring attendance to follow-up visits.

The Care Assure teams track patient progress to ensure they receive appropriate care in the outpatient setting. Care Assure enhances healthcare quality and value through improved care coordination and delivery, continuity of care, compliance with evidence-based recommendations and by establishing a longitudinal patient care relationship.

Meaningful Use Patient Portal

The Meaningful Use (MU) Patient Portal was launched in early 2014 across the organization. The MU Patient Portal is the technology foundation for meeting MU Stage Two requirements. Available online and on-demand, the Patient Portal reflects select portions of the patient’s medical record at the hospital, improving care coordination and communication between patients and their healthcare providers.

Data available in the MU Patient Portal includes: allergies and conditions, medications, hospital visit history, upcoming hospital appointments, laboratory results, Continuity of Care Document (CCD), radiology reports, OE Departmental reports, discharge instructions, and discharge summaries.
You have a choice

Did you know that in most cases you have a choice of hospitals when paramedics arrive? Tell them to take you to West Florida Hospital. As the community’s trusted healthcare provider, West Florida Hospital offers comprehensive, efficient emergency services for patients of all ages.

Area’s First Certified Chest Pain Center with PCI

West Florida Hospital has received the area’s highest level of achievement as an accredited Chest Pain Center with PCI (Percutaneous Coronary Intervention) from The Society for Cardiovascular Patient Care (SCPC). Hospitals that have received SCPC accreditation have achieved a higher level of expertise in dealing with patients who arrive with symptoms of a heart attack.

Shortest ER Wait Times

West Florida Hospital has the shortest ER wait times in our area. Text “ER” to 23000 to find the average ER wait time.

Senior Emergency Services

West Florida Hospital is the only hospital to offer emergency services tailored specifically for seniors. The physicians, nurses and other ER personnel have received specialized training to better recognize and treat the acute and chronic medical conditions of seniors as well as state-of-the-art cardiac monitoring and amenities that help provide a comfortable atmosphere for patients and their family members.

Comprehensive Stroke Care

If you think you or a loved one might be having a stroke, choose West Florida Hospital for comprehensive stroke care. We have received Advanced Certification for Primary Stroke Centers from The Joint Commission as well as Get With the Guidelines-Stroke Gold Plus Quality Achievement Award and Target: Stroke—Honor Roll by the American Heart Association/American Stroke Association.

Kids’ ER

In the Kids’ ER at West Florida Hospital, our specially-trained team of board certified physicians, nurses and staff care for the emergency needs of children from infants to adolescents in a comfortable, reassuring environment. And if your child needs to be admitted, we are the only hospital in the area whose ER physicians follow your child’s care from the moment they’re admitted until they leave for home.
We Chose West Florida Hospital

“I was in labor for over 24 hours and didn’t think I would make it. Every nurse I had at The Family Birthplace was so positive and soothing. That was exactly what I needed. I felt right at home in the comfortable maternity suites, and my family was able to stay together from labor through recovery. The staff was with me every step of the way, and we now have a beautiful little addition to our family! Thanks to West Florida Hospital for helping us bring this bundle of joy into our lives.”

Charlie Cadet

WEST FLORIDA HEALTHCARE

Specialized Care

West Florida Medical Group

Because regular checkups may prevent illnesses and keep you and your loved ones more healthy, consider making the primary care physicians of West Florida Medical Group your physicians of choice. West Florida Medical Group is a multispecialty physician group with medical offices conveniently located throughout Northwest Florida, all backed by the resources of West Florida Healthcare.

For your convenience, the West Florida Medical Group network of physicians includes: family practice, internal medicine, pediatrics, general/oncological surgery, cardiovascular and thoracic surgery, cardiology, orthopedic and spine surgery, obstetrics and gynecology, physical medicine and rehabilitation, and inpatient psychiatry.

Family Birthplace

At the Family Birthplace, we help new parents plan family-centered birth experiences to perfectly suit their own specific needs, wishes and expectations. Our staff is well-trained in all childbirth techniques and encourage new mothers to play an active role in designing their own birth plans. Mothers remain in the same large private maternity suite throughout labor, delivery, recovery, and postpartum care. One-on-one nursing care is provided during active labor.

Hospitalist Services

Hospitalists are physicians who are specially trained in inpatient care and are specialists in internal medicine, pulmonary, and critical care medicine. These physicians are available 24 hours a day, seven days a week in the event that you require hospitalization. The Hospitalist team will then manage and direct your care while you are a patient in the hospital. Once you are out of the hospital, your primary care doctor will provide follow-up care. Our Hospitalists work closely as a team to help ensure that you receive the quality, compassionate care that you deserve.
Specialized Care

All Private Rooms
We are the area’s first hospital in Northwest Florida to offer all-private rooms at no additional charge. We understand that a private room makes you more comfortable. And when you are more comfortable, you get more rest and recover faster. We also know that a private room reduces the chance of infection and decreases stress, which results in a shorter length of stay. In 2006, both the American Institute of Architects Guidelines for Design and Construction of Healthcare Facilities and the Florida Building Codes began requiring that all new hospitals be built with all private rooms.

Cardiac Services
West Florida Heart Center is the first hospital in the State of Florida to receive full accreditation for Atrial Fibrillation with EPS. As a comprehensive heart care facility, West Florida Heart Center offers a full range of diagnostic procedures including cardiac catheterization, echocardiography, electrophysiology studies, stress tests, nuclear cardiology and cardiac rehabilitation. Treatment options include angioplasty, stents, rotoblator, permanent pacemakers, radio frequency ablation, transmyocardial revascularization and coronary artery bypass (open heart) surgery.

Imaging Services
West Florida Healthcare is the only area hospital using a digital image archiving and display system (PACS) to capture traditional x-rays, MRIs, CT scans and other diagnostic images. Digital images can be accessed simultaneously by several physicians or care providers, improving patient care and expediting consultations. What’s more, radiologists are able to use digital measurement, enhancement, and other tools for a far more comprehensive and timely diagnosis, and images can be distributed in minutes to multiple departments, such as ER and ICU. The system allows for better images made available quickly while eliminating the potential of misplaced films.

Surgical Services
West Florida Hospital’s $32 million surgical wing features 12 operating suites, new and expanded pre-operative and recovery areas, and state-of-the-art equipment. In this spacious, modern environment, our surgeons and staff are better equipped than ever to deliver exceptional patient care, West Florida Hospital’s number one goal.

In addition, West Florida Hospital offers some of the area’s most advanced surgical technology, including the latest da Vinci Si HD Surgical System and a fully Digital Operating Room.
Robotics
West Florida Hospital was the first hospital in the area to acquire the latest technology in the da Vinci robotic surgery line—the da Vinci Si HD Surgical System. In May of 2009, West Florida Healthcare unveiled its first da Vinci Robotic Surgical System, which has since been replaced by the newer da Vinci Si HD Surgical System.

The da Vinci Si HD System introduces several new features designed to provide additional clinical benefits and operational efficiencies. Enhanced 3D HD resolution offers the following benefits:

• Superior visual clarity of target tissue and anatomy, potentially allowing for greater surgical precision
• An updated and simplified user interface
• Newly upgradeable architecture and compatibility with existing OR suite technology
• An optional dual console allowing a second surgeon to provide a da Vinci-enabled assist
• New ergonomic settings to the surgeon console for greater surgeon comfort during procedures

Neurosciences
For brain and spinal care, West Florida Healthcare is the provider of choice in northwest Florida and south Alabama. Every year, patients with brain or spinal cord injuries, as well as those suffering from stroke or other neurological disorders, receive life-saving treatment at our facility. The cornerstone of our neuroscience services is a staff of highly-trained physicians, nurses, therapists and other professionals dedicated to the individual needs of our patients.

The Pavilion
Our psychiatric program offers inpatient adult and geriatric behavioral health treatment. Each program at The Pavilion is carefully designed to meet the specific needs of the patient in order to provide appropriate and effective treatment.

Rehabilitation Institute
The region’s only comprehensive physical rehabilitation facility offers specialized inpatient and outpatient services and treatment for stroke, joint replacement, and amputation as well as brain and spinal cord injury, arthritis and other neurological or orthopedic conditions. Our focus is on getting patients better faster and safely returning them to a life of maximum independence.

In 2014, West Florida Rehabilitation Institute completed a $1 million renovation project that includes renovated patient rooms and state-of-the-art therapy equipment for stroke, brain and spinal cord injury rehabilitation. This equipment includes the area’s only Balance Master, Dynavision Visumonitor System, Interactive Metronome, the Walkaide System, the Electrical Stimulation Cycle for Arms and Legs, and the SureHands System. We are the only rehabilitation facility in our community to have invested in these latest advances for rehabilitation therapy.

Stroke Care
West Florida Healthcare, our area’s leader in stroke care, is certified by The Joint Commission as an Advanced Primary Stroke Center. This means that, in addition to our dedicated physicians and specialized staff, we offer leading-edge treatments and technologies, including interventional radiology procedures and life-saving clot-busting medications, as well as quick access to labs, medications, and CT and MRI scans.

West Florida Hospital has developed a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the Emergency Department. This includes always being equipped to provide brain imaging scans, having neurologists available to conduct patient evaluations and using clot-busting medications when appropriate.
Pre-Hospital 12-Lead EKG Transmissions

West Florida Healthcare led the effort to provide Escambia and Santa Rosa County emergency medical services with the latest equipment to transmit 12-lead EKGs from the ambulances in the field to the Emergency Department. As soon as the EKG is received in the Emergency Department, the physician can activate the Cardiac Catheterization Lab for patients who need immediate interventions or provide other appropriate care. Since heart attacks occur at all hours of the day and night, this new EKG transmission procedure saves precious time because the Cardiac Catheterization team and interventional cardiologist can be called in while the patient is on the way to the hospital.

West Florida Healthcare averages 65 minutes on “door to balloon time” for patients experiencing life-threatening heart attacks, which is well below the Joint Commission requirement of 90 minutes. The system also allows the EKG to be sent via e-mail to the cardiologist so the EKG can be viewed on a smart phone.

Emergency Excellence

Highly skilled emergency physicians and nurses combined with best practices and the latest technology benefitted more than 58,000 Northwest Florida residents last year. Protocol-driven care that can begin in the field through direct communications with local EMS teams, and meeting stringent standards to earn Chest Pain Center Accreditation are all part of our commitment to improve quality in our busy Emergency Department.

Immediate Care

For all of your minor injury or illness needs, please visit West Florida Immediate Care located at 2360 U.S. Highway 29. West Florida Immediate Care is beneficial to patients who need to be seen by a qualified health care professional, yet do not require the full services of an emergency department.

Specialized Care

A free informational service of West Florida Hospital

Our ER wait time at your fingertips

Text ER to 23000 on your mobile phone to receive a message displaying the average wait time to see an ER physician.

Go to www.WestFloridaHospital.com to find our average wait time, updated every thirty minutes.
Specialized Care

Digital Mammography

Women who have screening and diagnostic mammograms at West Florida Hospital now have the latest diagnostic technology available to them—digital mammography. Digital mammography differs from conventional mammography in how the image of the breast is viewed and, more importantly, manipulated. The radiologist can magnify the images, increase or decrease the contrast and invert the black and white values while reading the images. These features allow the radiologist to evaluate microcalcifications and focus on areas of concern.

To supplement this technology, West Florida Hospital has incorporated digital Computer-Aided Detection (CAD). Digital CAD highlights characteristics associated with breast cancer. When activated, it flags abnormalities to help the radiologist detect early breast cancer. And, since all mammograms at West Florida Hospital are routinely evaluated by two board-certified radiologists, CAD, in essence, offers a third set of eyes to support and enhance the radiologists’ judgment.

Memory Disorder Clinic

The Memory Disorder Clinic is the only such clinic designated by the State of Florida Department of Elder Affairs to serve the Northwest Florida area. The Clinic provides a comprehensive evaluation in an accessible, convenient manner for patients concerned about memory disorders, Alzheimer’s disease, and related dementias. The Memory Disorder Clinic has been designed to provide patients with convenient and carefully coordinated access to the appropriate medical expertise and diagnostic services available through West Florida Hospital.

Orthopaedic Services

We provide a comprehensive Orthopaedic Program to treat acute fractures, chronic pain, arthritic conditions, sports and work related injuries and degenerative bone disease. Diagnostic services include 3-D reconstructive capabilities, CT and MRI scanning. Orthopaedic staff and programs work in close cooperation with the West Florida Rehabilitation Institute to provide comprehensive care for patients throughout northwest Florida and south Alabama.

Cancer Care

West Florida Hospital offers quality and compassionate cancer services that include inpatient services, oncological surgeries, sophisticated diagnostics as well as physical therapy, occupational therapy and speech therapy. In addition we also offer patient navigator services that will serve as a guide through your healthcare journey. We are also proud of our cancer committee that brings together the expertise and perspectives of physicians from a variety of specialties and disciplines. As a result of our expert team of cancer specialists, the Commission on Cancer of the American College of Surgeons recently recognized West Florida Hospital's Cancer Program with a three-year accreditation. Only those facilities that have voluntarily committed to providing the highest level of quality cancer care and that undergo a rigorous review of their performance are awarded this designation.

Covenant Hospice Inpatient & Palliative Care Center

West Florida Hospital has partnered with Covenant Hospice to build a 16-room Covenant Hospice Inpatient and Palliative Care Center. Located on the third floor of the main hospital, the unit is furnished with the comforts of home and is staffed by Covenant Hospice’s dedicated and compassionate team of end-of-life caregivers.
Specialized Care

Sleep Disorders Center

Good sound sleep is essential for our health and well-being. Disturbed sleep patterns may be related to physical and psychological problems. Some people with sleep problems are aware that something is wrong, while others do not realize it. Only by carefully studying patients’ symptoms can physicians pinpoint possible sleep-related disorders.

The Sleep Disorders Center at West Florida Hospital is a six-bed hospital-based sleep diagnostic facility. The Sleep Disorders Center is accredited by the American Academy of Sleep Medicine to evaluate and treat the full range of sleep disorders.

Our multidisciplinary staff includes a pulmonologist with specialized training and certification in sleep medicine, a Ph.D. sleep specialist, and registered technologists. After careful evaluation of each sleep study, our team implements appropriate therapy and forwards results to the referring physician.

As a hospital-based facility, the Sleep Disorders Center provides the reassurance that the full resources of West Florida Hospital are available if necessary, including West Florida Hospital's emergency team.
West Florida Healthcare Services

- All Private Room Facility
- 24-Hour Emergency Room
- Birthing Center
- Bone Densitometry
- Breast Health Services
- Cancer Resource Library
- Cardiac Catheterization Lab
- Cardiac Rehab
- Cardiopulmonary Diagnostic Services
- Cardiovascular ICU
- Chest Pain Center
- CT Scan
- Congestive Heart Failure Clinic
- da Vinci Si HD Surgery System
- Diabetes Management Center
- Dietitian Consultation
- Endoscopy
- Enterostomal Therapy
- Geriatric Medical Care
- Gynecologic Oncology
- (H2U) Health to You
- Intensive Care Unit
- Kids’ ER
- Kids’ Inpatient Unit
- Laboratory
- Lactation Consultant Services
- Lipid Disease Treatment
- Lymphedema Treatment Center
- Mammography
- Medical/Surgical Services
- MRI
- Nuclear Medicine
- Nursery
- Operating Rooms
- Outpatient/Ambulatory Surgery
- Pediatrics
- Physical & Occupational Rehabilitation
- Physician Referral Service
- Plastic Surgery
- Prenatal Education
- Psychiatric/Substance Abuse Services
- Pulmonary/Neurodiagnostic Services
- Radiology/X-ray
- Sleep Lab
- Speech Therapy
- Stroke Prevention/Education
- General Surgery
- Cardiothoracic Surgery
- Oncological Surgery
- Open Heart Surgery
- Orthopedic Surgery
- Thyroid Disease Treatment
- Ultrasound

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