

# 2005 ANNUAL REPORT



**VISION** Tampa General Hospital will be recognized as a leading medical center in Florida and one of the best in the nation. We will be at the forefront of clinical services, medical research and education. With our physician and university partners, we will create, teach and deliver tomorrow's breakthroughs in medical science.

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**MISSION** Tampa General Hospital is committed to providing the residents of West Central Florida with excellent and compassionate health care ranging from the simplest to the most complex medical services. As a teaching facility, Tampa General partners with academic and community institutions to support both their teaching and research missions. As the region's leading safety net hospital, we reaffirm our commitment to providing high quality health services to all residents.

# Dear Community



RONALD A. HYTOFF  
President & CEO



HAL MULLIS, JR. ESQ.  
Chairman of the Board

It is our pleasure to present the Annual Report for Tampa General Hospital for 2005. When you examine trends in health care, you discover that people are taking a more active role in their health care decisions. We think this is a positive step. For many years, the medical landscape was such that people were more involved in the purchase of their appliances and household items than they were in their own medical decisions. Fortunately, that is changing.

There are a variety of independent organizations that exist solely to rate and evaluate how well a hospital performs its job. This Annual Report will introduce you to some organizations that you may never have heard of but which are highly respected in the health care community for their role in evaluating and monitoring a hospital's quality of care. We will also highlight some of their findings. We believe this can help you when it comes time to select a hospital for your particular health care needs.

The first organization we want to introduce is known by the somewhat unwieldy name of the Joint Commission on Accreditation of Healthcare Organizations, or JCAHO. The Joint Commission performs one of the most rigorous quality reviews of thousands of hospitals around the country. We are pleased to report that in 2005, Tampa General received Joint Commission certification in eleven disease-specific programs.

Another area of care that is evaluated by an independent organization is the quality of a hospital's nursing services. In 2005, Tampa General received national recognition for our nursing program by the American Nurses Credentialing Center, (ANCC), a subsidiary of the American Nurses Association and the largest and most prominent nurse credentialing organization in the country. As a designated Magnet hospital, Tampa General stands apart in nursing excellence.

Additionally, in 2005, Tampa General was recognized for its leadership and excellence in orthopedic care. Named one of America's Best Hospitals in Orthopedics by *U.S. News and World Report*, Tampa General was one of only fifty hospitals nationwide to receive this esteemed designation.

While we are proud of these accomplishments and believe they provide a good indicator for you as a consumer of health care, they mean we must work extra hard to continue measuring up to these accolades. We must earn your trust and respect every day. Because above all, gaining your trust and respect is our most important measurement.

RONALD A. HYTOFF

HAL MULLIS, JR. ESQ.

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## Trusted for our expertise. Chosen for our care.

In 2005, this commitment garnered praise from patients and national organizations. This report highlights the findings of two national healthcare rating organizations considered to be the gold standard: the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the American Nurses Credentialing Center (ANCC). This report also includes accolades from one of the most esteemed ratings of hospitals produced by a national news magazine, *U.S. News & World Report*.

To receive recognition from any of these organizations is significant. To receive recognition from all three – in a single year – is extraordinary.







Almost every health care organization in the U.S. is evaluated every three years by the **Joint Commission on Accreditation of Healthcare Organizations (JCAHO)** to ensure quality standards. In addition to the overall facility survey, JCAHO also awards disease specific certification to individual programs. In 2005, Tampa General Hospital not only passed JCAHO's triennial overall survey but also received disease specific certification in 11 areas – more than any facility had ever received.



Trusted for our expertise.





Tampa General's rigorous scrutiny for disease specific certification began in 2004 when two surveyors from the Joint Commission examined 11 clinical programs. The study included an exhaustive review of each program's clinical practices, improvement measurement plans, patient education, research, and how clinical staff from different medical disciplines worked together for the good of the patient. By the end of January 2005, Tampa General became the first hospital in the country to earn recognition in 11 clinical programs:

- Bariatric Services
- Burn
- Complex Orthopedic Services
- Epilepsy
- Heart Transplant
- Liver Transplant
- Orthopedic Joint Replacement
- Sleep Disorders
- Stroke
- Surgical Digestive Disorders and Gastrointestinal Cancers
- Trauma





**The American Nurses Credentialing Center (ANCC)** was the second prestigious organization to recognize Tampa General in 2005. The ANCC is part of the American Nursing Association and awards its Magnet designation only to those hospitals practicing the highest level of nursing excellence. In 2005, less than 200 hospitals in the country were designated as Magnet hospitals. Tampa General was one of them.



Chosen for our care.





Magnet designation is given only after a three-day, on-site review by a team of health care professionals. The survey team interviewed both clinical and administrative staff. They focused on 14 distinct aspects of nursing: everything from the quality of nursing leadership to quality improvement, nurses as teachers, professional development and clinical practices.

In June, Tampa General officially received Magnet designation.





*U.S. News & World Report* has been issuing an annual list of America's Best Hospitals for 16 years. In 2005, Tampa General made this national list as one of the 50 best hospitals in the country for orthopedics. This recognition placed Tampa General in elite company.



Trusted for our expertise.





This honor recognizes the effectiveness of Tampa General's multidisciplinary team of physicians, nurses, physician assistants, and physical and occupational therapists who provide an integrated approach to comprehensive orthopedic care. This integrated approach not only makes a significant difference in immediate treatment, but also in terms of a patient's long-term recovery.

Tampa General's joint replacement and orthopedic trauma programs also received the honor of disease specific certification from JCAHO.



# Tampa General Hospital Operating Indicators

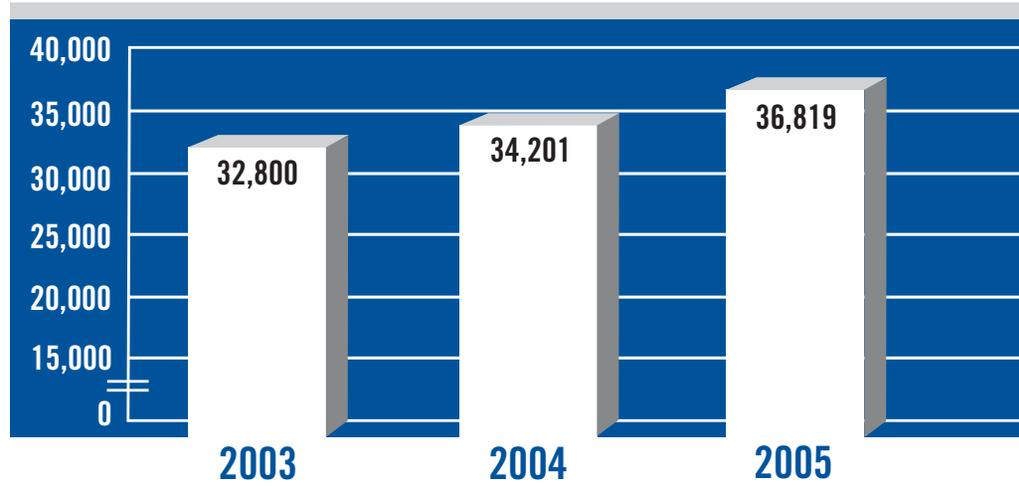
For the years ending September 30, 2005, 2004, 2003 (\$'s in thousands)

	2005	2004	2003
<b>Total Revenues</b>	<b>\$671,876</b>	<b>\$605,539</b>	<b>\$566,065</b>
<b>Expenses</b>			
Salaries & Benefits	\$264,597	\$242,690	\$236,469
Medical Supplies	141,178	119,639	110,545
Provision for Bad Debts	52,087	37,288	40,418
Purchased Services	46,834	47,786	41,681
Depreciation, Amortization	20,486	19,008	17,590
Professional Fees	19,658	18,043	15,938
Utilities & Leases	15,438	15,441	14,401
Interest	10,604	11,101	8,628
Insurance	29,934	30,559	15,564
Other	38,708	34,401	33,200
<b>Total Expenses</b>	<b>\$639,524</b>	<b>\$575,956</b>	<b>\$534,434</b>
<b>Gain (Loss)</b>	<b>\$32,352</b>	<b>\$29,583</b>	<b>\$31,631</b>
<b>Total Assets</b>	<b>\$626,825</b>	<b>\$571,277</b>	<b>\$516,622</b>
<b>UTILIZATION</b>			
Discharges (includes newborns)	36,819	34,201	32,800
Patient Days (includes newborns)	233,838	219,597	209,049
Deliveries	4,670	4,473	4,185
Surgeries	24,128	21,481	19,844
ER Visits	66,355	64,843	64,376

CARE PROVIDED TO INDIGENT PATIENTS						
	2005	as a % of total	2004	as a % of total	2003	as a % of total
<b>Charges Foregone</b>						
Medicaid	\$286,012	13%	\$254,699	13%	\$229,540	13%
HCHCP	79,760	4%	78,433	4%	63,017	4%
Charity	139,679	6%	105,455	6%	96,781	6%
<b>Total Indigent</b>	<b>\$505,451</b>	<b>23%</b>	<b>\$438,587</b>	<b>23%</b>	<b>\$389,338</b>	<b>23%</b>
<b>Hospital Gross Charges</b>	<b>\$2,199,761</b>		<b>\$1,912,696</b>		<b>\$1,730,303</b>	
<b>Utilization of Services</b>						
<b>Discharges</b> (includes newborns)						
Medicaid	10,666	29%	10,541	31%	10,495	32%
HCHCP	1,236	3%	1,159	3%	1,280	4%
Charity	3,848	10%	3,230	9%	2,768	8%
<b>Total Indigent</b>	<b>15,750</b>	<b>42%</b>	<b>14,930</b>	<b>43%</b>	<b>14,543</b>	<b>44%</b>
<b>Total Discharges</b>	<b>36,819</b>		<b>34,201</b>		<b>32,800</b>	

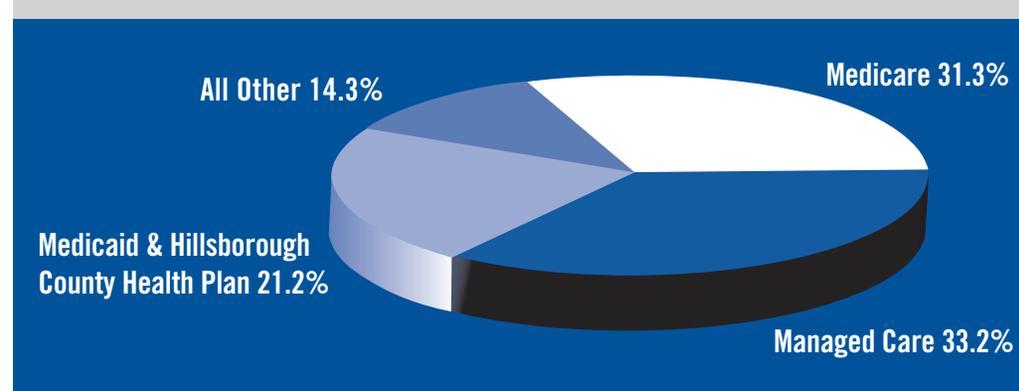
## DISCHARGES

(includes newborns)



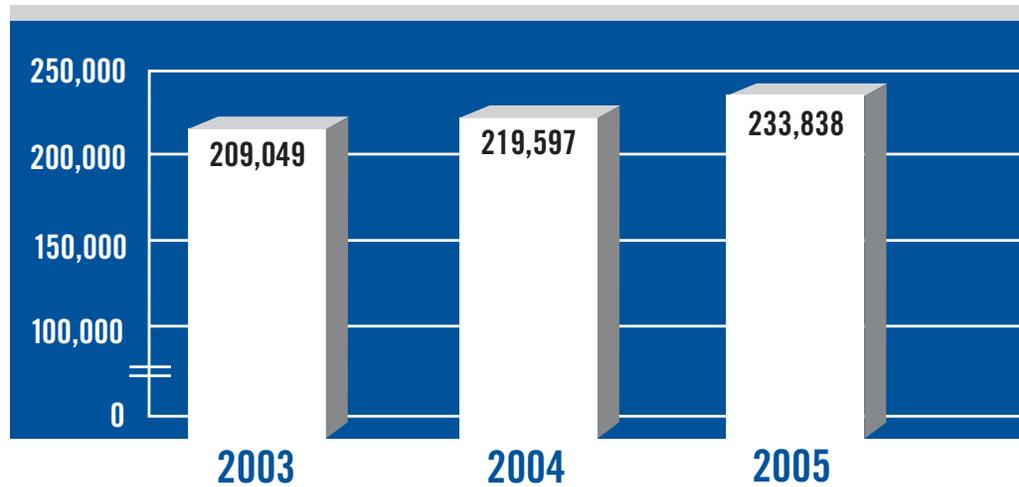
## PAYOR MIX - 2005

(percentage of gross revenue)



## PATIENT DAYS

(includes newborns)





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**PAGE 5** Ali A. Baaj, M.D., neurosurgery resident, University of South Florida College of Medicine • Stephanie Grunik, medical student, University of South Florida College of Medicine • Fernando Vale, M.D., Associate Professor and Surgical Director of the Epilepsy Center, University of South Florida and Vice Chief of the Neurosciences Department at TGH

**PAGE 6** top photo Alexis Crews, Surgical Technologist • Alexander Rosemurgy, M.D., FACS, Professor of Surgery, University of South Florida College of Medicine • Elizabeth White, MS3 • bottom left photo Michel M. Murr, M.D., Associate Professor of Surgery, University of South Florida College of Medicine • middle photo Daniel Ventimiglia, RRT, RPSGT • William R. Beauchamp, RRT, RPSGT

• lower middle photo Heather Collins, RN, EMT-P • Ted Lancaster, EMT-P, FP-C

**PAGE 7** left photo Jack S. Stone, Coordinator, Strategic Services

• Lori Anderson, RN, MS • bottom photo Mercedes Lopez, RN • top right photo James Lefler, M.D., Neurointerventional Radiologist

**PAGE 9** Susan Dewhurst, RN

**PAGE 10** Gloribel Medina, RN, BSN

**PAGE 11** top left photo Brenda Junco, Ph.D., ARNP, CNA, BC

• Victor D. Bowers, M.D., FACS • top right photo Tess Reyes, RN • bottom right photo Noella West, RN, BSN

**PAGE 14** Thomas Bernasek, M.D. • Jonathan Runion, PA

**PAGE 15** Jude Monsanto, PT