As the most comprehensive academic health center in the Southeast, University of Florida Health is dedicated to high-quality programs of education, research, patient care and public service. UF Health is a collaboration of the UF Health Science Center, UF Health Shands Hospital, UF Health Jacksonville and other health care entities. Our Gainesville campus encompasses the UF colleges of Dentistry, Medicine, Nursing, Pharmacy, Public Health and Health Professions and Veterinary Medicine, the UF Health Shands family of hospitals, and the UF Veterinary Hospitals. Our campus in Jacksonville includes UF Health Jacksonville and other UF graduate education programs in medicine, nursing and pharmacy.

UF Health has a statewide presence through satellite medical, dental and nursing practices staffed by UF health professionals and affiliations with community-based health care facilities stretching from Naples and Miami to the Florida Panhandle. Our colleges offer the full continuum of higher education, from undergraduates to professional students to advanced postdoctoral students.

As we follow our Forward Together strategic plan, we strive to create unstoppable momentum toward the goal of improving individual and community health through discovery, clinical and translational science and technology, exceptional education, and patient-centered, innovative, high-quality health care.
This Community Benefit Report summarizes how the programs of University of Florida Health improve the health and quality of life for people throughout our region. It reflects our Gainesville- and Jacksonville-based activities during Fiscal Year 2012, ending June 30, 2012.

UF Health comprises UF six health colleges, five major research institutes and more than 100 centers; UF Health Shands and UF Health Jacksonville; and UF primary care and specialty practices. UF Health Shands and UF Health Jacksonville serve as regional health care resources and are among Florida’s most socially responsible corporate citizens. Improving the health and well-being of our patients and communities is a key focus of our mission. Additionally, as the university’s not-for-profit health care system, we reinvest all earnings back into our hospital-based services, programs, facilities, equipment, and our outreach and education programs to ensure we continue to support those who need us now and in the future.

In Fiscal Year 2012, our hospital programs contributed $185 million in estimated benefits back into our communities. Patient care programs had an estimated economic impact of $3 billion and we spent $1.5 billion in salaries and benefits for our combined workforce of more than 22,000 employees. In total, UF Health generated $222.3 million in community benefits.

The work and volunteer efforts of the faculty, staff and students of UF Health are a benefit that can’t always be measured financially. Our teams organize health fairs that promote wellness, raise money to help local community agencies, take care of patients in free clinics and spend countless hours with patients in our outpatient practices and hospitals.

Thank you for taking the time to read about the many ways we bring hope and healing to people throughout the region.

Sincerely,

David S. Guzick, M.D., Ph.D.
UF Senior Vice President for Health Affairs
President, UF Health

Timothy M. Goldfarb, M.H.A.
Chief Executive Officer
Shands HealthCare

Russell E. Armstrong, M.B.A.
Chief Executive Officer
UF Health Jacksonville

Welcome Letter

COMMUNITY BENEFIT REPORT 2012

Welcome Letter

Community Benefits at a Glance

$222.3 MILLION
TOTAL COMMUNITY BENEFIT (PROVIDED AT COST)

$64.3
EDUCATION & TRAINING

$8.1
CHARITY CARE AND SOCIAL RESPONSIBILITY

$55.4
HEALTH PROFESSIONALS EDUCATION

$33.4
SCIENTIFIC AND CLINICAL RESEARCH

$24.3
COMMUNITY AND REGIONAL HEALTH SERVICES

$13.0
DONATIONS AND NON-HC SERVICES

$146.1
TOTAL COMMUNITY BENEFIT (PROVIDED AT COST)

$2.1
$1.7
*NUMBERS IN MILLIONS
PROVIDED BY UF HEALTH IN FISCAL YEAR 2012
The American Nurses Credentialing Center has awarded “Magnet” designation to several UF Health hospitals and programs: UF Health Shands Hospital, UF Health Jacksonville, UF Health Florida Surgical Center, UF Health Shands Psychiatric Hospital, UF Health Shands Rehab Hospital and UF Health Dialysis Center. The designation is the nursing profession’s most prestigious honor for exceeding standards in quality patient care and nursing excellence. Only about 400 hospitals worldwide, and less than 7 percent of U.S. hospitals, have achieved Magnet designation.

FRANCES SMITH NURSING AWARD
The Florida Nurses Association awarded the nursing program at UF Health Shands Hospital—including UF Health Shands Psychiatric Hospital and UF Health Shands Rehab Hospital—with the 2011 Frances Smith Award for Promotion of Clinical Excellence in the Workplace for supporting clinical excellence and fostering an environment that encourages participation in conferences, recognition events, education and mentor programs.

U.S. NEWS & WORLD REPORT RANKINGS
UF Health Shands Hospital consistently earns top-50 rankings in the annual listing of America’s Best Hospitals, published by U.S. News & World Report. In the 2012-2013 U.S. News Best Hospitals rankings, UF Shands Health Hospital was nationally ranked in seven specialties: urology; cardiology and heart surgery; neurology and neurosurgery; pulmonology; nephrology; cancer; and gastroenterology. The hospital was listed as a high-performing hospital in five additional specialties.

UF Health Jacksonville was listed as a high-performing hospital in the Jacksonville metropolitan area in 12 specialties.

UF Health Shands Children’s Hospital was among the nation’s best in seven medical specialties in the 2012-13 U.S. News & World Report Best Children’s Hospitals rankings. Three of the interdisciplinary UF Health pediatric programs were ranked highest in the state—diabetes and endocrinology (13th nationally), cardiology and heart surgery (25th nationally) and gastroenterology (27th nationally). UF Health Shands Children’s Hospital was also ranked 25th in nephrology, 32nd in pulmonology, 57th in neurology and 74th in neurosurgery.

The six UF Health Science Center colleges are consistently ranked among the top peer institutions in the nation, according to the U.S. News & World Report annual America’s Best Graduate Schools rankings. The UF College of Pharmacy is one of the nation’s top 15 pharmacy schools, according to U.S. News & World Report. The College of Medicine has been one of the top 30 medical schools for the past eight years and is also ranked nationally for its physician assistant program. The College of Public Health and Health Professions is nationally ranked for its programs in audiology, clinical and health psychology, occupational therapy, physical therapy, public health, speech-language pathology and health administration. The College of Pharmacy is nationally ranked in nursing and neurosurgery.

UF Health Shands Hospital and UF Health Jacksonville are both designated as Comprehensive Stroke Centers by the Agency for Healthcare Administration, and are certified as Primary Stroke Centers with the Gold Seal of Approval™ by The Joint Commission. They both received the American Heart Association/American Stroke Association Get With the Guidelines®—Stroke Gold (Shands Jacksonville Gold Plus) Performance Achievement Awards.

Because of the stellar nursing staff, UF Health is the perfect training ground for nurses.

The American Nurses Credentialing Center has awarded “Magnet” designation to several UF Health hospitals and programs: UF Health Shands Hospital, UF Health Jacksonville, UF Health Florida Surgical Center, UF Health Shands Psychiatric Hospital, UF Health Shands Rehab Hospital and UF Health Dialysis Center. The designation is the nursing profession’s most prestigious honor for exceeding standards in quality patient care and nursing excellence. Only about 400 hospitals worldwide, and less than 7 percent of U.S. hospitals, have achieved Magnet designation.

FRANCES SMITH NURSING AWARD
The Florida Nurses Association awarded the nursing program at UF Health Shands Hospital—including UF Health Shands Psychiatric Hospital and UF Health Shands Rehab Hospital—with the 2011 Frances Smith Award for Promotion of Clinical Excellence in the Workplace for supporting clinical excellence and fostering an environment that encourages participation in conferences, recognition events, education and mentor programs.

U.S. NEWS & WORLD REPORT RANKINGS
UF Health Shands Hospital consistently earns top-50 rankings in the annual listing of America’s Best Hospitals, published by U.S. News & World Report. In the 2012-2013 U.S. News Best Hospitals rankings, UF Shands Health Hospital was nationally ranked in seven specialties: urology; cardiology and heart surgery; neurology and neurosurgery; pulmonology; nephrology; cancer; and gastroenterology. The hospital was listed as a high-performing hospital in five additional specialties.

UF Health Jacksonville was listed as a high-performing hospital in the Jacksonville metropolitan area in 12 specialties.

UF Health Shands Children’s Hospital was among the nation’s best in seven medical specialties in the 2012-13 U.S. News & World Report Best Children’s Hospitals rankings. Three of the interdisciplinary UF Health pediatric programs were ranked highest in the state—diabetes and endocrinology (13th nationally), cardiology and heart surgery (25th nationally) and gastroenterology (27th nationally). UF Health Shands Children’s Hospital was also ranked 25th in nephrology, 32nd in pulmonology, 57th in neurology and 74th in neurosurgery.

The six UF Health Science Center colleges are consistently ranked among the top peer institutions in the nation, according to the U.S. News & World Report annual America’s Best Graduate Schools rankings. The UF College of Pharmacy is one of the nation’s top 15 pharmacy schools, according to U.S. News & World Report. The College of Medicine has been one of the top 30 medical schools for the past eight years and is also ranked nationally for its physician assistant program. The College of Public Health and Health Professions is nationally ranked for its programs in audiology, clinical and health psychology, occupational therapy, physical therapy, public health, speech-language pathology and health administration. The College of Pharmacy is nationally ranked in nursing and neurosurgery.

UF Health Shands Hospital and UF Health Jacksonville are both designated as Comprehensive Stroke Centers by the Agency for Healthcare Administration, and are certified as Primary Stroke Centers with the Gold Seal of Approval™ by The Joint Commission. They both received the American Heart Association/American Stroke Association Get With the Guidelines®—Stroke Gold (Shands Jacksonville Gold Plus) Performance Achievement Awards.
UF Health Shands Hospital and UF Health Jacksonville are among the state’s 12 statutory teaching hospitals. They are two of the state’s 14 safety-net hospital systems that provide accessible, high-quality health care for all Floridians, regardless of their ability to pay. UF Health Shands and UF Health Jacksonville are among Florida’s largest Medicaid and charity-care providers.

Not-for-profit health care systems play a unique and critical role in serving area residents. We receive tax exemptions from federal, state and local governments and are trusted to provide benefits back to our communities. These community benefits include the provision of uncompensated care for which no payment is received from patients or insurers.

In Fiscal Year 2012, the UF College of Medicine, UF Health Shands and UF Health Jacksonville provided $146.1 million in unreimbursed charity care (at cost), serving underinsured and uninsured patients from nearly every county in Florida.

According to the U.S. Census Bureau, Florida has the fifth highest percentage of uninsured residents. Twenty percent of Floridians (one in five) are uninsured.

Safety-net hospitals and health systems provide health care access and important services to millions of patients who would otherwise have no health care at all. These services include uncompensated care, financial assistance, or their medical condition.

Approximately 3.9 million Florida residents are without health insurance. More than 639,000 of these uninsured residents live in north central and northeast Florida. Many people who have some health care coverage find it falls short of their families’ needs.
We coordinate diverse health education programs and partner in arts, social and cultural community events and outreach efforts to promote wellness.

Last year in our service area, UF Health volunteers, faculty, residents, students and staff participated in more than 680 health-related events that reached more than 38,000 people. This includes seminars on healthy living, wellness and illness prevention, diagnosis and treatment.

UF Health employees, volunteers, faculty, residents, students and staff members are dedicated to providing quality medical care and health education to meet the needs of our communities. Here are some examples of our outreach programs and services:

**UF College of Dentistry**

Our health care is our overall health, yet millions of Americans lack dental insurance and few dental providers accept patients with Medicaid or Medicare coverage. The UF College of Dentistry makes a difference for thousands of patients each year through events in Gainesville and across Florida, providing dental care to some of the state’s neediest patients. UF established the Statewide Network for Community Oral Health in 1997. Through this network, we provide dental care to patients in many low-income, low-access areas of the state. During Fiscal Year 2012, college-owned clinics provided 49,897 patient visits. Through the non-college-owned clinics in the statewide network, another 28,098 patient visits were completed. Of the total 78,095 visits, 47,784 were for children and 34,318 (41 percent) of those were for children living in or below 200 percent of federal poverty levels. As part of their education, our dental residents spent 2,894 hours treating patients in non-UF-owned network centers and volunteered 7,508 hours in community activities that are not related to their education.

**UF College of Medicine**

The UF College of Medicine partnered in fundraising events including the Five Points Foundation 5K Race to support the Navy SEALs Foundation. Faculty and staff members volunteered 7,006 hours in community activities that are not related to their education. In Fiscal Year 2012, Archer Family Health Care, the large university clinic, provided approximately 3,700 hours of charity and Medicaid care. The total dollar amount of charity care provided at Archer Family Health Care was $151,070. Faculty and students in community health nursing also volunteered in various community health improvement services throughout the year, including a screening and support group and through participation in the Alachua County school-based ‘Makables and the statewide disaster response drill.

**UF Health Sciences Women’s Advantage Program**

The UF Health Shands Women’s Advantage Program offers free membership to women throughout north central Florida and access to health-focused seminars, screenings and networking opportunities. The program is designed to enhance women’s health and lifestyles at every age.

**UF Health Shands Healthy Advantage Program**

UF Health Shands Healthy Advantage Program offers free health seminars at The Villages in Central Florida. Led by UF Health experts, these seminars...
uf Health faculty, staff and students volunteer their time in numerous ways to help the community. We support a variety of programs reaching diverse audiences. These included community event sponsorships to support the Alzheimer’s Association; American Cancer Society; American Heart Association; American Red Cross; Boy Scouts; Brooks Health System; Deliver the Dream; Dreams Come True; Children’s Miracle Network; ElderCare; Girl Scouts; Hands and Voices; Healthy Start; James Bradshaw Memorial; Junior Achievement; March of Dimes; NAACP; North Florida Healthy Start Coalition; North Florida School for Special Education; Ronald McDonald House; Stop! Children’s Cancer; Susan G. Komen Row for the Cure; United Way; and other national and local agencies.

Our employees contribute time and donations to numerous community agencies that help people improve their health, wellness and quality of life. Our aim is to enhance wellness and raise awareness about disease prevention, diagnosis and management. Topics in Fiscal Year 2012 included skin cancer, prostate cancer, back pain, breast cancer, colon cancer, heart disease, hearing loss, dental health, geriatrics, cancer, climate, pain and stroke.

UF Health Jacksonville’s Trauma Prevention Program encompasses seven initiatives aimed at reducing the number and severity of injuries in children.

UF Health Jacksonville has formed a partnership with Darnell-Cookman Middle/High School’s medical magnet program.

We support a variety of programs teaching diverse audiences. These included community event sponsorships to support the Alzheimer’s Association; American Cancer Society; American Heart Association; American Red Cross; Boy Scouts; Brookes Health System; Deliver the Dream; Dreams Come True; Children’s Miracle Network; ElderCare; Golf Scramble; Hands and Voices; Healthy Start; James Bradshaw Memorial; Junior Achievement; March of Dimes; NAACP; North Florida Healthy Start Coalition; North Florida School for Special Education; Ronald McDonald House; Stop! Children’s Cancer; Susan G. Komen Row for the Cure; United Way; and other national and local agencies.

mobilizing care for at-risk residents

Under the supervision of faculty physicians, UF medical students provide free care to uninsured and underinsured patients at the UF Equal Access Clinic in Gainesville. The student and faculty volunteers see patients both in the clinic and at a mobile clinic in Gainesville. By partnering with students and faculty from the colleges of Dentistry and Public Health and Health Professions, the UF Equal Access Clinic also offers special therapy clinics, providing women’s services, physical therapy, dental care and psychological services.

trauma and emergency response needs

UF Health has two of Florida’s seven state-designated Level 1 trauma centers. They are located at UF Health Shands Hospital and UF Health Jacksonville and serve north central and northwest Florida and south Georgia. Adults, pediatrics and normal trauma patients can be transferred to UF Health by ground, air and emergency medical services. UF Health Jacksonville and Lake City Juddirans and ambulances. Our Level I trauma centers have a full range of specialists available 24 hours a day to manage severely injured patients. In Fiscal Year 2012, our trauma teams held educational outreach programs, such as offering safety training to new drivers, safety tips at an accident scene and hurricane preparedness.

uf health Jacksonville health education and outreach initiatives

UF Health Jacksonville offers community-responsive programs for expectant parents and people with conditions such as diabetes, high cholesterol, high blood pressure (HBP), stroke and other blood disorders. The success of these Jacksonville programs is evidenced by their longevity and community support. The C. E. M. Phillips Pediatric Skin Care Program provides grass, counseling, medical management, education and support to children living with skin or hair disease and their families.

UF Health Jacksonville’s trauma prevention program encompasses seven initiatives aimed at reducing the number and severity of injuries in children.

little Miracles/healthy start reduces infant mortality by providing education, counseling and health care for expectant and new mothers and infants.

uf health Jacksonville medical residents program

Our employees contribute time and donations to numerous community agencies that help people improve their health, wellness and quality of life.
In every class of UF Health Science Center graduates, there might be a future heart surgeon who will repair a baby’s congenital heart defect and a nurse who will watch over an elderly man while he heals in an intensive care unit. There may be a pharmacist who will dispense life-saving medication, a physical therapist who will help a young boy learn to walk again, or a veterinarian who will save a dog that was hit by a car or rehabilitate an endangered wild animal. There may even be a scientist whose work in the lab will lead to a promising new treatment for cancer.

UF Health has 6,572 students, ranging from undergraduates to postdoctoral associates, training in an array of health-related disciplines. Aside from students, there are also 1,214 residents training on both the Gainesville and Jacksonville campuses. Resident physicians are a critical component of UF Health medical staff that practices in our hospitals and outpatient practices. They complete much of their training in our health system, as do medical students, nursing students and other health professions students. In addition, UF Health provides the clinical environment for more than 6,000 students from other training and health programs across the region.

Established in 2001, UF’s Interdisciplinary Family Health course was designed to teach beginning health care students core tenets of the profession. This course focuses on teamwork and communication with patients as well as understanding the impact of environment, culture and family background on a patient’s health. Small groups of students help underinsured families examine and evaluate their health patterns and family health history. The groups develop personalized wellness care plans and establish close ties with families, maintaining contact and even preparing holiday dinners for them.

The medical teams who provided care in UF Health facilities in Fiscal Year 2012 included:

- 1,018 UF College of Medicine physician residents and fellows
- 689 UF College of Medicine physician residents and fellows training in 62 accredited graduate medical-education programs in Gainesville
- 329 UF College of Medicine physician residents and fellows training in 29 accredited medical-education programs in Jacksonville

These efforts support a crucial source of future physicians because the majority of them tend to practice in the state in which they completed residency training.
Turning lab discoveries into health care miracles is a driving force for much of our research that goes on in our academic health center. UF Health is home to six research institutions, where scientists from multiple disciplines collaborate to solve some of health care’s most complex problems. These institutions include the UF Health Cancer Center, the McKnight Brain Institute, the UF Genetics Institute, the UF Institute on Aging and the Emerging Pathogens Institute and the Clinical and Translational Science Institute.

To foster innovative discoveries, the university has incorporated the goal of collaboration into bricks and mortar, too. In 2012, UF opened a new research and academic center in Orlando, helping further the development of innovative discoveries and providing Central Florida residents with more opportunities to participate in research. A building dedicated to areas such as clinical and translational medicine and aging is also scheduled to be completed in 2013 on the Gainesville campus.

As private, not-for-profit organizations adhering to state statutes, UF Health Shands and UF Health Jacksonville provide support to UF and other universities for educational and research activities that benefit residents throughout the state.

In Fiscal Year 2012, UF Health Shands contributed $8.1 million to the UF College of Medicine to support innovations in fields such as cancer care, pediatrics and neuroscience. UF Health Shands also supports research at other institutions across the state and provides funding to support the evaluation of innovative treatments, health care delivery research and articles that appear in peer-reviewed medical literature.

Faculty members on the UF Health at Jacksonville campus are conducting more than 550 Institutional Review Board-approved studies and protocols, giving patients access to novel clinical research programs. Through these efforts, the federal government and private organizations invest new dollars in the Jacksonville community each year.

The Jacksonville campus also is now home to a 16,000-square-foot research laboratory building. The building includes space dedicated to translational research, which is focused on bringing new cures to patients as rapidly as possible. The Jacksonville campus also houses a clinical research unit to perform specialized outpatient studies and has designated resources for extensive outpatient studies.