

Our Mission: To Make Wellington Regional *Your* Hospital



# Wellington Regional Medical Center



Wellington Regional Medical Center UHS  
UNIVERSAL HEALTH SERVICES

MAIN ENTRANCE

ALAN B. MILLER  
FACULTY

*Honored to deliver quality care  
to residents of the community for more than 30 years*

# 2018 Community Profile



## From the CEO



Wellington Regional Medical Center has been a proud part of our community since 1986 and has continued to advance healthcare services while remaining focused on providing high-quality care. We have accomplished this by adding new services such as a specialty Surgical Intensive Care Unit and Weight Management Center, and by our alliance with Wellington Physicians Urgent Care. We have also invested in technology and equipment that allows our hospital to meet the needs of our community by providing world-class patient care and eliminating the need to travel far for life-saving services.

Wellington Regional provides interventional radiology, robotics, minimally invasive surgery, cardiovascular services, orthopedic services, hepatobiliary surgery, bariatrics, neurological and vascular services, comprehensive lung care, maternal fetal surgery and maternity services, in addition to general surgery, emergency services and comprehensive medical care. We have the only Level III neonatal intensive care unit in Central Palm Beach County and are proud to be the first hospital in Palm Beach County to be accredited as a Chest Pain Center with PCI and Resuscitation from the American College of Cardiology. The hospital is recognized as a Comprehensive Stroke Center by the Florida Agency for Health Care Administration.

While we take pride in what we've accomplished, we remain focused on addressing future healthcare needs. Later this year, we will open a freestanding emergency department in the City of Westlake and will be able to admit pediatric patients to our new pediatric Intensive Care Unit and general pediatric unit. As our community grows, we will continue to seek opportunities to offer additional services, both within the hospital and in our growing ambulatory footprint, so we can provide a full spectrum of services, all in a setting that is convenient for our patients.

We are able to continue to strengthen our services because of the dedicated and talented healthcare professionals that work in our hospital. Their compassion and level of professionalism is evident in the letters we receive daily from patients who share their positive experiences and provide testimonials about the exceptional care they have received.

Wellington Regional remains an active participant in community endeavors where we strive to contribute to the betterment of the community. We have partnered with American Heart Association, American Lung Association, American Cancer Society, March of Dimes, The Boys and Girls Club, Central Palm Beach County Chamber of Commerce, Wellington Chamber of Commerce, Business Development Board of Palm Beach County, Palm Beach Economic Development Board, Wellington Community Foundation, Palm Beach County Medical Society, School District of Palm Beach County, and many more. We also offer community education and awareness programs and screenings.

I speak for the dedicated employees, physicians and volunteers when I say we are committed to making every resident of our community proud to say Wellington Regional is "my hospital."

Wishing you good health,

**Robbin Lee, RN, MBA**  
Chief Executive Officer/Managing Director  
Wellington Regional Medical Center

# Wellington Regional Medical Center

Wellington Regional Medical Center is a progressive, 233-bed acute care facility and medical center. Located in Wellington, Florida, the hospital has provided a full spectrum of healthcare services to the residents of Palm Beach County since 1986. A company-wide commitment to Service Excellence and the community has helped Wellington Regional achieve a reputation for delivering quality, compassionate medical care.

Accredited by The Joint Commission, Wellington Regional offers a variety of quality healthcare services and programs — from emergency medicine and cardiology, to maternity services and cancer care. The hospital's goal is to continue expanding its technology and services to meet the healthcare needs of Palm Beach County residents.

The hospital continues to invest in advanced equipment and sophisticated technologies and programs. Wellington Regional is a thriving community hospital that is proud to offer the “high-tech” advantages of a big-city facility and the personalized care of a hometown provider.

## Hospital History

Since opening its doors in 1986, Wellington Regional Medical Center has worked to develop new programs and services to meet the healthcare needs of the communities it serves. Conveniently located in the heart of Palm Beach County, the hospital serves residents of Wellington, Royal Palm Beach, Lake Worth, West Palm Beach, Loxahatchee, The Acreage, Boynton Beach, Belle Glade, Greenacres, Westlake and more.

### Wellington Regional Medical Center

- 330,160 Square Feet
- 233 Beds
- 14 Operating Rooms
- Certified Primary Stroke Center
- Comprehensive Stroke Center
- Chest Pain Center
- Level III NICU



As part of Wellington Regional's commitment to growing in tandem with the community, in 2017, we expanded our footprint by adding Wellington Physician's Urgent Care, added a specialty Surgical Intensive Care Unit, and opened The Weight Management Center. We also expanded our robotic surgery program by adding a new da Vinci® Xi™ robot and performed the first fetal surgery at WRMC. We are proud that we became the first hospital in Palm Beach County to become accredited by the American College of Cardiology for Chest Pain with PCI and Resuscitation, and also became the preferred hospital partner of the nation's most successful Accountable Care Organization, Palm Beach ACO.

Wellington Regional is an academic medical center that trains healthcare professionals of the future. Resident physicians in the three-year categorical program are exposed to a comprehensive postgraduate medical education curriculum and participate in patient care from admission to discharge. The education oriented medicine program focuses on training exceptional physicians in a supportive environment with the assistance of experienced, highly skilled faculty members in a wide variety of specialties.

The hospital is owned by a subsidiary of Universal Health Services, Inc., a highly respected hospital management organization, based in King of Prussia, PA.

# WRMC Boosts Local Economy

Each year, Wellington Regional leaves a positive mark on the communities it serves. Whether through the quality care it offers patients or through the numerous job opportunities it provides that boost the local economy, the hospital continues to be a community partner to the Village of Wellington and beyond in 2017:

## Patient Medical Care

Admissions: .....	11,621
Births: .....	2,293
Emergency Visits: .....	51,329
Total Surgeries: .....	12,134



## The Hospital Family

Total Employees: .....	1,089
Total Physicians: .....	607
Total Active Volunteers: .....	70



## Financial Impact

Salaries and benefits: .....	\$72 million
Capital Investment: .....	\$11.8 million
Uncompensated Care: .....	\$101.1 million
Local/State Taxes Paid: .....	\$4.8 million



**In 1986, Wellington Regional Medical Center began transforming healthcare in the community we serve. Since then, countless residents are proud to call Wellington Regional “My Hospital.”**

As the healthcare landscape has continued to dramatically change, Wellington Regional evolved in tandem. From new facilities and structures, to adopting new and advanced technology and services, it has been an exciting time at Wellington Regional for more than three decades.



Wellington Regional Medical Center in 1986.

**Growing Healthcare Services**

The **Regional Cancer Center at Wellington Regional** was established in 1992, bringing the community a multidisciplinary continuum of care for a variety of cancers. Accredited by the American College of Surgeons, the Center is staffed by a highly skilled, caring team of healthcare providers and home to advanced technology.

Wellington Regional opened its **Diabetic Foot Clinic** in 2008, offering specialized care for patients in need.

The hospital’s stroke services were recognized for quality in the next few years. It was designated a **Primary Stroke Center** by the The Joint Commission in 2012, and a **Comprehensive Stroke Center** by the Florida Agency for Health Care Administration in 2016.

In 2013, the hospital introduced robotic-assisted surgery with the da Vinci® Si HD® Surgical System, offering patients minimally invasive techniques that can mean less scarring, shorter hospital stays and shorter recoveries.

In 2017, the addition of a Weight Management Center and Wellington Physicians Urgent Care Center further expanded the hospital’s ambulatory footprint. Wellington Regional also invested in a second da Vinci robotic surgical system, the Xi, to expand its robotics program and minimally invasive capabilities.

Wellington Regional became the first hospital in Palm Beach County to become accredited by the American College of Cardiology for Chest Pain with PCI and Resuscitation in 2017. In addition, the nation’s most successful Accountable Care Organization, Palm Beach ACO, chose Wellington Regional as its preferred hospital partner.

The hospital also added a specialty Surgical Intensive Care Unit (ICU) and performed its first fetal surgery in 2017.



The da Vinci Xi HD Surgical System uses small incisions and an endoscopic camera.

**Building a Bigger, Better Hospital**

By 2004, Wellington Regional completed a much-needed expansion with a new patient tower. The hospital continued its growth in 2008 with the completion of a 30,000-square foot emergency department expansion.

In response to population growth and an increased delivery rate, the 2009 debut of the hospital’s Level III Neonatal Intensive Care Unit (NICU) expanded the existing Level II NICU to 15,000-square feet and 25 beds. The Level III unit provides a high level of specialized care for Wellington Regional’s tiniest patients.

It was 2012 that brought the opening of the anticipated Alan B. Miller Pavilion, named for UHS founder, Chairman of the Board and Chief Executive Officer. The 103,000-square foot structure increased the hospital bed count to 233 beds, and features 80 all private patient rooms and two intensive care step-down units. The Pavilion incorporates the latest technology, spa-like décor, and thoughtful spaces for dining, registration, family and friends.

**Focused on the Future**

In 2017, Wellington Regional continued to advance our services for Women and Children by adding an obstetric hospitalist program, ensuring an OB/GYN physician will be onsite 24/7. The hospital also is proud to have developed a maternal/fetal surgery program, allowing for surgeries to be performed on a baby while still in utero. While we have been able to treat children in our emergency room, we will soon be able to admit children to a new specialty pediatric unit, which will then expand the hospital’s services from before birth, to the later years.

Wellington Regional is proud to be able to expand our ambulatory footprint to bring services closer to our patients. We opened Wellington Physicians Urgent Care in the heart of the community and will open a freestanding emergency department in the City of Westlake by the beginning of 2019.



“Thanks to Wellington Regional, we don’t have to travel away from home for advanced, quality care.”  
~ Benjamin G. Boynton



“The staff at Wellington was far beyond anything I could ever ask for — they were just so caring.”  
~ Cheryl Kovalsky, Wellington Regional Medical Center Stroke Patient



## Comprehensive Healthcare Services\*

Arthroscopy	Interventional Radiology	Neurosurgery	Robotic Surgery**
Cardiac Catheterization Lab	Joint Replacement	Nuclear Medicine	Speech Therapy
Cardiology	Lithotripsy	Occupational Therapy	Surgical Weight Loss**
Comprehensive Lung Program	Lymphedema Therapy	Oncology	Thoracic Surgery
Computed Tomography (CT)	Magnetic Resonance Imaging (MRI)	Ophthalmology	Ultrasound
EEG/EKG/EMG Lab	Maternal/Fetal Surgery	Orthopedic Surgery	Urology
Emergency Services	Maternity	Otolaryngology	Vascular Surgery
Gastroenterology	Medical Weight Loss	Outpatient Diagnostic Services	Wellness and Weight Loss Services
General Surgery	Minimally Invasive Surgery	Outpatient Rehabilitation	Women's Imaging & Diagnostic Services
Hematology/Blood Treatment	Neonatal Intensive Care-Level III	Pediatrics	Wound Care & Hyperbaric Medicine
Hepatobiliary Surgery	Nephrology	Physical Therapy	
Imaging/Radiology	Neuro-interventional Procedures	Pulmonary Function Lab	
Infectious Disease	Neurology	Radiation Treatment	
Infusion Services		Respiratory Therapy	

*\*Subject to change.  
\*\*Individual results may vary.*

## Specialty Services

*Continued on next page...*

### The Birthing Center at Wellington Regional

The Birthing Center features 18 labor-and-delivery rooms, a dedicated obstetrics emergency department, hospitalist program ensuring an OB/GYN onsite 24/7, two operating rooms and a post-anesthesia care unit (PACU). It is also home to 19 postpartum/couplet rooms and board-certified lactation specialists. The 25-bed Level III Neonatal Intensive Care Unit (NICU) offers advanced care for the hospital's tiniest patients, as well as private family waiting areas.

*Call 561-798-9880 to schedule a tour today.*

### The Center for Wound Care and Hyperbaric Medicine

Located off campus, specialists treat chronic wounds, some that have resisted healing after months of traditional treatment. The Center boasts a high healing rate and also offers a Diabetic Foot and Wound Clinic and was recognized as a 2017 Center of Distinction.

*For more information, call 561-753-2680.*

### Emergency Medicine

Wellington Regional's spacious, 37-bed Emergency Department (ED) rapidly responds to events ranging from minor illnesses and injuries to life-threatening conditions. The department is home to 24/7 interventional cardiac catheterization staff, as well as a stroke team including a neuro-interventionalist on standby for quick assessment and treatment. The hospital is designated as a Primary Stroke Center by The Joint Commission and a Comprehensive Stroke Center by the Florida Agency for Healthcare Administration. Wellington Regional is Accredited as a Chest Pain Center with PCI and Resuscitation by the American College of Cardiology.

The Wellington Regional ED is also a certified Cardiac Alert Facility for Palm Beach County and Palm Beach Fire Rescue. ER Reserve is available so that patients can request a time in the emergency room for less serious and non-life-threatening injuries or illnesses.\*



*ER Scheduling Online*

\*ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care, since delays may complicate your condition.

If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 911. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

### The Comprehensive Women's Imaging Center

Wellington Regional's dedicated outpatient Women's Imaging Center provides advanced diagnostics and continuity of care that only a hospital-based center can provide. From digital mammography to stereotactic biopsy to bone densitometry, highly trained professionals provide high-quality, compassionate medical care for women in a beautiful and private environment. The Center is fully accredited by the American College of Radiology.

*For more information, please call 561-798-8513.*



# Specialty Services

## The Regional Cancer Center at Wellington Regional

The Regional Cancer Center at Wellington is a private outpatient radiation treatment center featuring advanced technologies and radiation therapies. The Center's compassionate treatment team is specially trained to treat a wide variety of cancers and is committed to delivering the finest clinical care possible. The hospital's affiliation with 21st Century Oncology helps to provide personalized, compassionate care that is highly specialized. The hospital performs Intra Operative Radiation Therapy for some breast cancer patients.

The Center provides advanced diagnostics and cancer treatments, as well as prostate cancer and breast cancer support groups, nutritional counseling services, social services, nursing support, courtesy van transportation, free screenings and educational lectures.

## The Total Joint Replacement Center

This program offers total knee and hip replacement surgery, with support throughout every step. A multidisciplinary team of medical professionals collaborates to provide patients with pre- and post-op support and planning, onsite rehabilitation and individual physical therapy.

Wellington Regional is the preferred hospital of the Winter Equestrian Festival, the Global Dressage Festival and the International Polo Club, and has a specialized program to treat the equestrian athlete.



## Direct Doctors Plus®

Whether patients need to find a primary care physician or a specialist, Direct Doctors Plus provides free physician referrals. Patients can also get information about services at Wellington Regional, its facilities, classes, events and more. A call to 561-798-9880 or a visit to wellingtonregional.com is all it takes.

## Comprehensive Lung Program

A highly skilled, multidisciplinary team of medical professionals works together to provide treatment to those diagnosed with lung cancer. The program offers early detection through low-dose-radiation computerized tomography (LDCT). The American College of Radiology has designated Wellington Regional as a Lung Cancer Screening Center.

## Weight Management Center

The hospital offers nonsurgical programs for weight-loss and wellness. Programs include behavior and lifestyle, weight and wellness, and post-bariatric surgery. Support groups and meetings are also available through the Center.



“For nearly 25 years, I have practiced radiation oncology in Palm Beach County and I am so proud to call WRMC ‘My Hospital’”

~ Kishore Dass, MD, Radiation Oncologist and WRMC Board of Governors Member



# Recognition: Awards and Accreditations

## Wellington Regional & Its Leadership

Accredited by The Joint Commission, the leading accreditor of healthcare organizations in the United States.

Licensed by the State of Florida



## Cardiology

In recognition of its commitment to treating patients with cardiac emergencies, Wellington Regional was awarded Chest Pain Center Accreditation with Primary PCI and Resuscitation from the American College of Cardiology (ACC). The accreditation is based on a rigorous onsite assessment of the staff's ability to evaluate, diagnose and treat patients who may be experiencing a heart attack. WRMC was the first hospital in Palm Beach County to receive this recognition. Percutaneous coronary intervention (PCI) is also known as coronary angioplasty, a non-surgical procedure that uses a balloon to open blocked arteries for patients who have suffered a heart attack. Achieving designation for resuscitation means Wellington Regional has gone above and beyond treating patients who experience cardiac arrest.



## Laboratory

The Wellington Regional laboratory is accredited by the College of American Pathologists for meeting or exceeding the most scientifically rigorous customized checklist requirements.

## Mammography

The Comprehensive Women's Imaging Center at Wellington is accredited in mammography by the American College of Radiology. This recognizes that the hospital meets strict guidelines on equipment, quality control, quality assurance, image quality and radiation dose.



## Regional Cancer Center

The Regional Cancer Center at Wellington Regional is accredited by the American College of Surgeons (ACS). Founded in 1913, the ACS is a scientific and educational association of surgeons dedicated to improving the quality of care for the surgical patient by setting high standards for surgical education and practice.

## Comprehensive Stroke Center

Wellington Regional is a designated a Comprehensive Stroke Center. The Florida Agency for Health Care Administration designated Wellington Regional as one of 40 facilities in Florida and one of only five in Palm Beach County. This recognition is proof that the hospital complies with the highest standards in clinical practice guidelines, performance measurements and continuous improvement programs for stroke patients. It is further proof that we have a dedicated, multi-disciplinary stroke team, specially trained and available to care for stroke patients 24 hours a day, seven days a week, including a neuro-interventionalist, neurosurgeon, neurologists, emergency room physicians, intensivists, critical care registered nurses and a stroke coordinator. The hospital also holds designation as a Primary Stroke Center by The Joint Commission and the American Heart Association/American Stroke Association awarded Wellington Regional with the 2017 Get with the Guidelines® Gold Plus, Target: Stroke Honor Roll achievement award. This means that the hospital provides the most appropriate stroke treatment according to nationally recognized, research-based guidelines that



American Heart Association American Stroke Association CERTIFICATION  
Meets standards for Primary Stroke Center

follow clinical best practices.

## Wound Care and Hyperbaric Medicine

The Center for Wound Care and Hyperbaric Medicine at Wellington received the Healogics™, Inc. Center of Distinction Award. The award recognizes the hospital for having achieved outstanding clinical outcomes for 12 consecutive months, including patient satisfaction higher than 92 percent, and a minimum wound healing rate of at least 91 percent within 30 median days to heal.



AMERICAN COLLEGE OF SURGEONS  
Inspiring Quality:  
Highest Standards, Better Outcomes



# Wellington Regional Milestones

## Nationally Recognized for Stroke Care

The American Heart Association® and the American Stroke Association® honored Wellington Regional with the 2017 Get With The Guidelines® (GWTG) Stroke Gold Plus Quality Achievement Award with Target: Stroke Honor Roll. The hospital received this recognition for its achievements in quality stroke care.

To earn Gold Plus status, hospitals must achieve 85 percent or higher adherence to all GWTG-Stroke achievement indicators for 24 consecutive months, and achieve high compliance with strict quality measures. To earn Honor Roll Elite status, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment.

## Wellington Regional Stepped Up for Heart Health

Wellington Regional is proud to be the American Heart Association community partner in "Together to End Stroke" and participates in many educational and awareness events, including the Heart Walk, Strokes for Stroke, and Go Red for Women. Wellington Regional and AHA organize monthly events to showcase the F.A.S.T. letters, which stand for the signs of stroke, including F-facial drooping, A- arm weakness, S-slurred speech, T-time is brain, to promote awareness of the signs of stroke and its risk factors.

## Supporting Wellington's Equestrian Culture

Again in 2017, Wellington Regional served as the "Official Hospital" and sponsor of the International Polo Club Palm Beach (IPC). The IPC is one of the world's largest polo clubs and hosts the annual U.S. Open Polo Championship®. The hospital provided medical services and an ambulance onsite at Sunday matches. Wellington Regional was also the official hospital of the Winter Equestrian Festival and the Adequan® Global Dressage events.

## Honored for Quality Wound Care

Wellington Regional's Center for Wound Care and Hyperbaric Medicine was recognized by Healogics®, Inc. as a 2017 Center of Distinction Award recipient. Healogics is the nation's largest provider of advanced wound care services.

Wellington's Center for Wound Care and Hyperbaric Medicine achieved outstanding clinical outcomes for 12 consecutive months. This included a patient satisfaction rate of higher than 92 percent and a minimum wound-healing rate of at least 91 percent within 30 median days to heal. Of the 800 centers in the Healogics system, 512 were eligible for the award, but only 221 achieved the honor.

## Hospital Leadership Honored for Excellence

Robbin Lee, RN, MBA, Chief Executive Officer/Managing Director at Wellington Regional, was celebrated in 2017 by the Young Professionals of Wellington with the Community Impact Leader Award.

In 2018, Wellington Regional Medical Center Chief Operating Officer Pam Tahan was recognized with the Central Palm Beach County Community Foundation Women of Worth Award in the Corporate Category.



# Community Impact Summary

**Wellington Regional Medical Center's commitment to a healthier West Palm Beach County shows through the quality healthcare the hospital provides. However, Wellington Regional gives back to the community in many other ways. From charitable donations and volunteering, to health education and help for the under- and uninsured, the hospital has positioned itself as a community leader.**

## Dedicated to the Community

In addition to providing high-quality healthcare programs and services, Wellington Regional addresses overall wellness through free preventive health screenings for conditions such as skin cancer, cholesterol, diabetes and blood pressure.

Educational lectures are offered throughout the year on a variety of topics, including: orthopedics, stroke risk, bone health, gastrointestinal issues, dietary education, breast cancer prevention and heart health. Support groups are available for weight loss, bereavement, blood cancers, lactation, prostate cancer and post-partum issues.

Wellington Regional continually participates in Bringing Home Hope's Adopt-a-Family for the Holidays program. Over the past three holiday seasons, the hospital has provided assistance to 100 school-age children and their families. More than \$50,000 of assistance in Walmart® gift certificates were used by the recipients for food, clothing, medicine, home goods and toys for the children.

The hospital employees and physicians team up annually to participate in the March of Dimes "March for Babies," AHA Heart Walk, ACS Relay for Life and many other fundraising events.

The hospital also donates generously to the following charitable, educational and non-profit organizations:

- American Association of Critical Care Nurses*
- American Cancer Society®*
- American Heart Association®*
- America Lung Association*
- Arthritis Foundation*
- Benevolent Fund – Palm Beach County*
- Boys & Girls Clubs of Palm Beach County*
- Diabetes Research Institute Foundation*
- Education Foundation of Palm Beach County*
- Kids Cancer Foundation*
- Lupus Foundation of America*
- March of Dimes®*
- My Brother's/Sister's Keeper Charitable Trust*
- Palm Beach County Medical Society*
- Palm Beach State College Foundation*
- Palm Healthcare Foundation*
- Professional Firefighters and Paramedics*
- Rendina Family Foundation*
- South Florida Hospital Association*
- Susan G. Komen® for the Cure*
- T. Leroy Jefferson Memorial Society*
- Think Pink Foundation*
- Vinceremos Therapeutic Riding Center*
- Wellington Cares*
- Young Professionals of Wellington*
- Your Bosom Buddies II Breast Cancer Foundation*



# Community Impact Summary

## Education



Wellington Regional is an academic medical center that trains healthcare professionals of the future. The hospital provides a comprehensive osteopathic medical education program as well as an osteopathic postgraduate medical education program accredited by the Accreditation Council for Graduate Medical Education.

In addition to the 18 internal medicine residents, each year Wellington Regional accepts 25 third- and fourth-year medical students from the Edward Via College of Osteopathic Medicine Auburn campus to receive clinically oriented training in a variety of disciplines to provide opportunities to develop skills.

Wellington Regional has collaborative partnerships with more than 30 educational facilities for clinical placement of students from allied health, pharmacy, physical therapy, speech therapy and nursing programs.

The hospital's comprehensive general, nursing and unit-based orientation programs for new and incumbent staff include:

- Novice Nurse Orientation Program
- Critical Care Orientation Program

Life support recertification courses: ACLS, PALS, NRP and BLS

Free, unlimited access to online education for staff:

- HealthStream® - Provides more than 300 clinical and non-clinical courses.
- Lippincott NursingCenter® - Offers online contact hour credit, suitable for state re-licensure education requirements.

Live, unit- and classroom-based in-services and presentations are continually offered on a variety of topics.

## Commitment to Quality Care and Patient Safety

Wellington Regional has a strong commitment to patient safety and high-quality care, evident in its many performance improvement initiatives. The hospital is extremely proud of the services it provides and looks forward to fulfilling the needs of the community in the years ahead. The hospital participates in these national quality initiatives:

### Core Measures

Quality measures, called Core Measures, allow a hospital to use information from patient records to assess hospital performance when treating certain conditions or illnesses, as compared to scientific evidence or a specific set of practice guidelines. This means that for each diagnosis included in Core Measures, there are key actions that represent the most widely accepted, research-based care process for that diagnosis.

These activities have been shown to reduce complications, prevent readmissions and effectively care for the majority of patients seeking treatment in hospitals for specific diagnoses. Core Measures help hospitals improve the quality of care by focusing on results of care processes they provide.

### National Patient Safety Goals

- The Joint Commission
- Centers for Medicare and Medicaid Services (CMS)
- American Heart Association®/American Stroke Association® Get With The Guidelines® (GWTG) Stroke Gold Plus Quality Achievement Award with Target: Stroke<sup>SM</sup> Honor Roll

The hospital works continuously to implement new initiatives to ensure patient safety and quality of care, such as the Cerner® electronic health records system, physician order entry, PACS (Picture Archiving and Communication System), electronic bar-coded medication administration, emergency department management modules and a rapid disinfection system with ultra violet lights to eradicate dangerous pathogens.

### HCAHPS Patient Perception of Care Surveys

Wellington Regional participates in the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) program. The program uses a national, standardized survey, known as the HCAHPS Hospital Survey, to publically report patients' perspectives of hospital care.

The survey asks a random sample of recently discharged patients about important aspects of their hospital experience. Results are available on [www.hospitalcompare.gov](http://www.hospitalcompare.gov). Wellington Regional uses the results of this survey to monitor and improve the quality of care it provides to patients and their families.

## Uninsured/Underinsured Patient Education

Wellington Regional offers an onsite financial department that partners with the Department of Children and Families to assist uninsured patients with education and enrollment for various government programs, such as Medicaid, Palm Beach County Healthcare District and Social Security Administration.

The hospital helps eligible patients obtain free or subsidized medications through patient assistance programs from major drug companies and privately funded programs.

## Volunteering

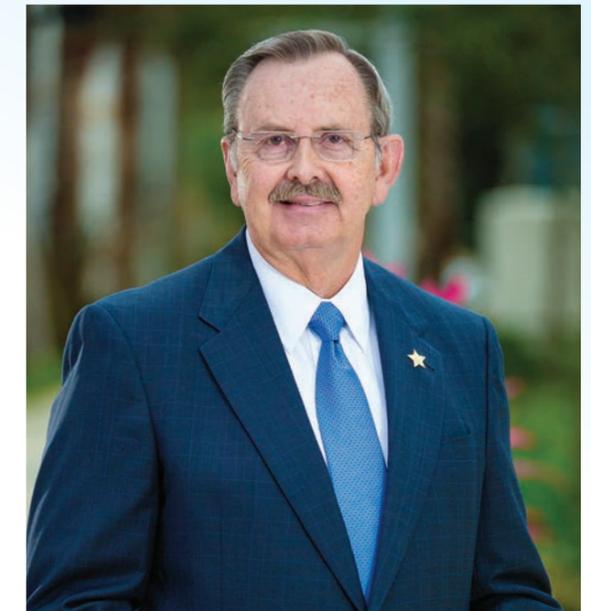
Volunteers from the Friends of Wellington Regional Medical Center Auxiliary, Inc. provide the hospital with patient and family support.

Fundraising events held throughout the year, as well as proceeds from gift shop sales, provided revenue to support the Auxiliary's mission of "giving back to the community."

The organization donated generously to many organizations, including: Alzheimer's Foundation, Doctors Without Borders, Dogs for the Deaf, Educational Foundation, Educational Grants for Nurses, Forgotten Soldiers Outreach, Girl Scouts®

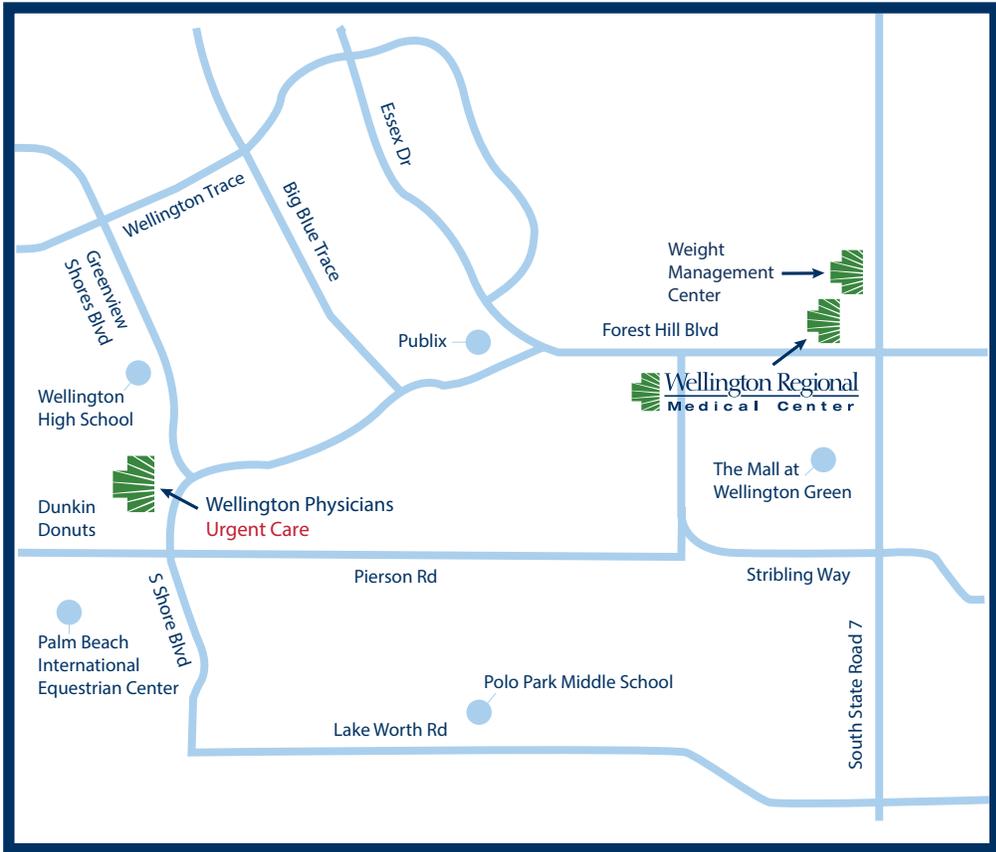
Cookies for the Military, Habitat for Humanity®, HEART of SIS, Hospice of Palm Beach County, Joe DiMaggio Children's Hospital, Juvenile Diabetes Research Foundation, Leukemia & Lymphoma Society®, Lighthouse for the Blind, Loving Care Fund, Palm Beach County PAL, Palm Beach Post Season to Share, Place of Hope, Scleroderma Foundation, Shelter for Abused Women and Children, Southeastern Guide Dogs, Special Olympics®, The Lord's Place, The Pap Corps® for Cancer Research, Therapy Dogs of South Florida, Vinceremos Therapeutic Riding Center, Vita Nova, Wounded Warriors Project® and Wycliffe Charities Foundation.

Additionally, the Auxiliary's Camilla Combs Memorial, along with the hospital's medical staff, donated \$20,000 to student scholarship.



“As a patient, I know when I walk through these doors that I will be treated with respect and get the best care possible from dedicated professionals who care about me.”

~ Ric Bradshaw, Sheriff of Palm Beach County



**Wellington Regional**  
**Medical Center**

10101 Forest Hill Boulevard • Wellington, FL 33414  
561-798-8500 • [wellingtonregional.com](http://wellingtonregional.com)



**Connect with us!**

*Physicians are independent practitioners who are not employees or agents of Wellington Regional Medical Center. The hospital shall not be liable for actions or treatments provided by physicians. For language assistance, disability accommodations and the non-discrimination notice, visit our website. 181515 4/18*

