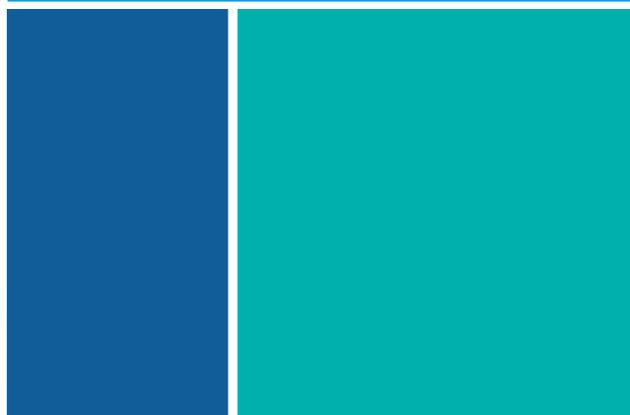




2020

Community Investment Report





Terry Shaw
President & CEO
AdventHealth

Thank you for taking time to review our annual community benefit report.

AdventHealth's mission is Extending the Healing Ministry of Christ. It is imperative that we live out that mission in each of the communities we serve. It begins with the compassionate care that our team members and physicians provide patients and their families every day, and extends to the contributions we make to improve the health and well-being of our communities. This report contains not only information and data, but stories of hope and healing that exemplify the work we do to help people feel whole.

The roots of Adventist health care can be traced back to when the earliest Christians gathered to serve each other and build community together. In the late 1800s, founders of the Seventh-day Adventist Church pursued and advocated for a lifestyle that would build a healthy body, mind and spirit. That heritage continues to inform our work as we serve more than 5.5 million patients a year.

The year 2020 was a once-in-a-generation experience with a worldwide pandemic and other landmark issues that reshaped health care and the social landscape in America and around the world. COVID-19 demonstrated that there is still much work to do in creating equity in our health care systems, in addition to the needs we are already confronting with the social determinants of health.

However, what was most apparent in 2020 is that our front-line health care workers are incredible, and I am eternally grateful for their tireless sacrifices in the face of overwhelming demands. I am also grateful for the many community partners and collaborators we work with throughout the country and around the world to address issues and concerns of those most in need.

In His Service,

Terry D. Shaw
President and CEO

**“A new command I give you:
Love one another. As I have
loved you, so you must love
one another.” John 13:34**

Community Investment At-A-Glance

\$240.51 Million

Charity Care

Financial assistance provided to our uninsured and under-insured patients who are unable to pay

\$414.98 Million

Coverage Shortfalls

Unpaid costs to see patients enrolled in Medicaid or other government assistance programs

\$28.6 Million

Community Health Services

Clinics and programs funded to support the health of our most vulnerable neighbors

\$64.74 Million

Health Professional Education and Research

Training future health professionals, expanding the scope of current practitioners and investing in research

\$23.24 Million

Cash & In-Kind Contributions

Through financial support, in-kind contributions and board service

\$578.04 Million

Capital Investments

Expenditures to expand access and improve quality of care

\$9.82 Million

Faith-Based Care

Funding to meet the spiritual needs of our community

\$1.36 Billion

Total Community Investment

This report is a comprehensive summary of AdventHealth's federal filings and additional investments that improve access and the overall health of the communities we serve in Flagler, Lake, Orange, Osceola, Polk, Seminole, and Volusia counties.



248

AdventHealth board members represented in the community



324

Partner Organizations



263,853

Unique Medicaid and Uninsured Patients Served



Helping Where We Are Needed Most

It should come as no surprise that the non-profit sector has been greatly impacted by the COVID-19 pandemic. Community organizations had to reinvent the way they provide services to community members they serve and struggled to meet increased needs. In 2020, AdventHealth deployed a survey to better understand the needs within the non-profit sector. From that survey, the most pressing needs were:

-  COVID testing and vaccinations
-  Funding
-  PPE
-  Volunteers
-  Educational information

Here are a few of the ways that AdventHealth answered the call to help meet those needs.



“As a volunteer, I got to experience firsthand the good that AdventHealth creates for the community. It was amazing to be a part of such an impactful event and I learned that we really can make a difference in the lives of our patients.”

Paola Guevara –
Marketing Coordinator –
Women’s and Children’s



AdventHealth
Coronavirus
Resource Hub



COVID-19 by the Numbers in Central Florida



COVID-19 Vaccine Administration

258,437* System wide doses administered

6,500* Future vaccine doses scheduled

*These numbers represent vaccines administered and scheduled up until 5/4/2021.



Jorge Garcia
-COVID Patient at
AdventHealth Waterman

A Bright, Shining Star

After months in the hospital, a COVID-19 patient reunites with his family.

At 4:23 am on January 21, 2021, Jorge Garcia's life drastically changed when he was taken by ambulance to the emergency department at AdventHealth Waterman with a fever and shortness of breath. Garcia, 57, of Eustis, soon learned he was positive for COVID-19, as were several close loved ones. Just two weeks before he came to AdventHealth, Garcia's mother-in-law had succumbed to the virus.

After nearly a week in the hospital, Jorge's health began to severely decline, and he was transferred to the intensive care unit (ICU). "He had fatigued to the point where he couldn't breathe anymore," says Dr. Louis Guzzi, critical care specialist at AdventHealth Waterman.

Jorge was placed on a ventilator while the ICU administered a wide variety of COVID-19 treatments, including remdesivir, convalescent plasma therapy, dexamethasone, reglan, vitamins C and D, zinc and the prone protocol, where Jorge was turned to lay on his stomach to help him breathe. His doctors were thrilled when Jorge's body began fighting the virus and he slowly improved.

It wasn't easy. Because of COVID-19 precautions, Jorge was separated from his family for 42 days. To boost his spirit and allow him to safely see his large, loving family, his multidisciplinary care team worked together to get him outside into the fresh air and sunshine and greet his loved ones from a safe distance. After nearly two months of care, he was discharged from AdventHealth Waterman to his family's delighted applause and cheers.

Jorge says he is thankful to God and the people at AdventHealth Waterman who brought him back to health. Dr. Guzzi is thankful, as well. "When you see a smiling face return that smile to you for the first time, after weeks and months in the hospital, it is a real plus," Dr. Guzzi says. "Jorge is just a real success story and a bright, shining star. His story is a reminder of why we come to work every day."

Jorge says he is thankful to God and the people at AdventHealth Waterman who brought him back to health.

SMART Bus Partnership

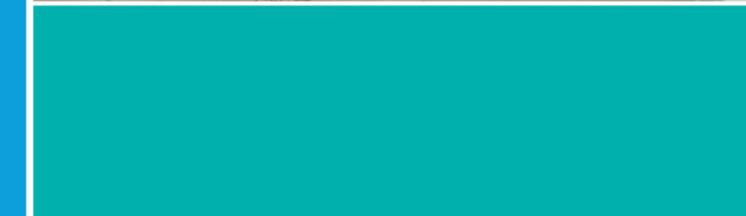
In November 2020, AdventHealth and Orlando Health partnered with the School District of Osceola County (SDOC) to address food insecurity in the region by expanding the county's SMART Bus initiative.

The SMART Bus provides food, nutrition education and general academic support to meet the needs of the more than 2,500 homeless students enrolled in Osceola County. During each visit, SMART Bus staff provides healthy snacks to students and records their biometrics, offering health interventions when needed.

The bus is equipped with Wi-Fi and laptops, two resources identified as needs for this population of students. SDOC staff can assist with homework and communicate with teachers to help track classroom progress.

The support of both health systems allows the SMART Bus to serve four community centers throughout Osceola County.

"Our outstanding partnership with Orlando Health and AdventHealth on this initiative allows us to create the bridge between health and academics for our most vulnerable students," says SDOC Superintendent Dr. Debra Pace.





Food is Health

In 2020, AdventHealth Ocala launched Food is Health, a signature program featuring health education, biometric health screenings, and free weekly \$10 produce vouchers participating community members.

The free program is a collaborative partnership with Howard Middle School, a Title 1 school located in a food desert that serves as the produce pick-up site; Farming 4 U, which provides the produce; and the Active Marion Project, a healthy lifestyle program that provides the health lessons.

Twenty-eight community members benefited from the program in 2020 and received 135 produce vouchers.



Tampa School Drive

In August 2020, AdventHealth Tampa's chaplain office organized a School Supply Drive to provide essential supplies for students and families attending Mort Elementary School. The internal donation drive invited team members to give back to the community by donating backpacks and other classroom supplies.

AdventHealth team members spent 30 hours organizing the drive, collecting and sorting items and delivering them to Mort Elementary School.

Helping Texas Kids

In Mansfield, when schools closed for months to in-person learning, local parents were left in a real bind. AdventHealth donated funds to support the efforts of Mansfield Cares, a non-profit organization addressing community needs as they arise. Free childcare was provided, allowing students whose parents had to work outside the home to take their classes virtually.



Dorothy Dozier
- Patient Area Cleaner

The Spirit of Service

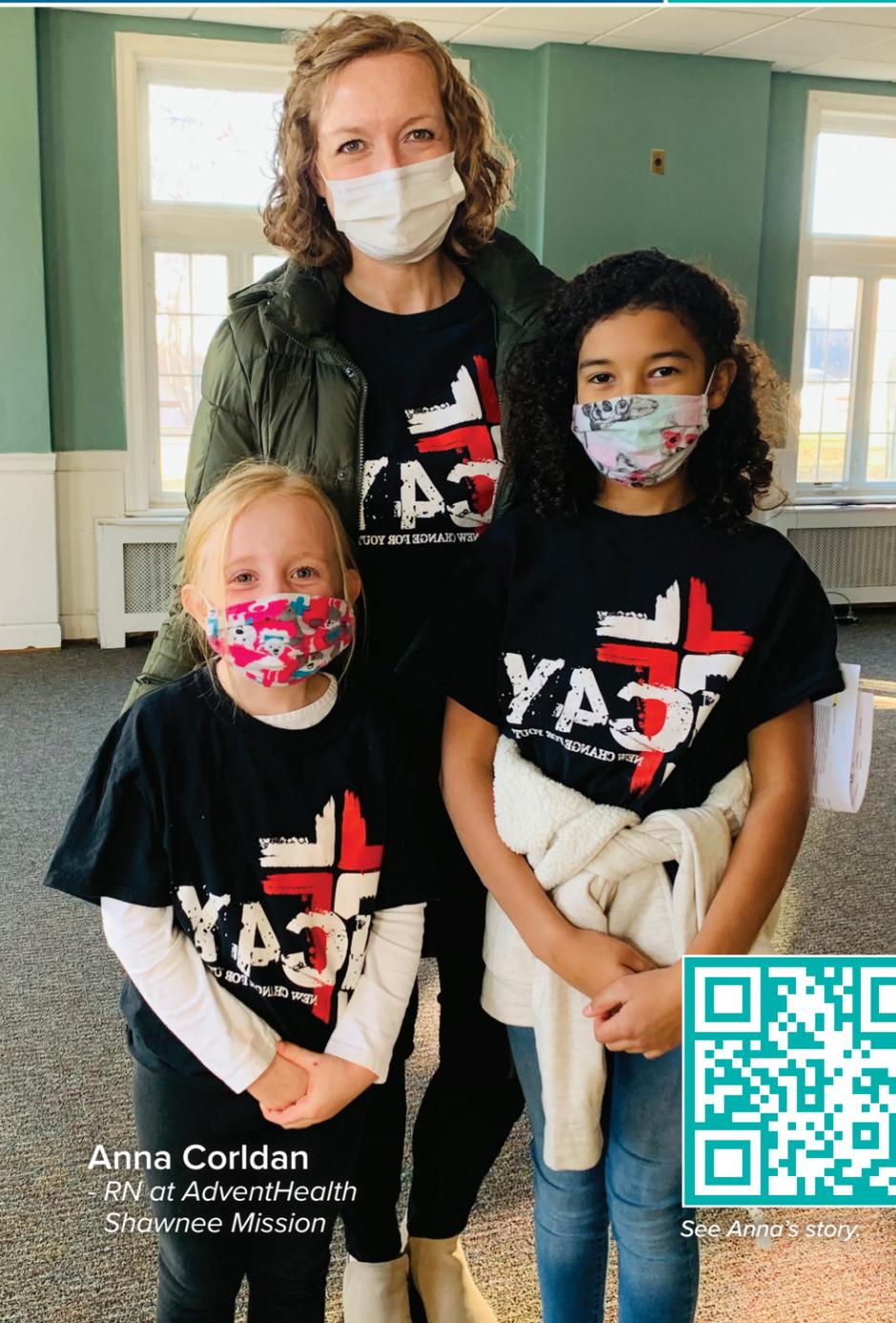
In March 2020, Dorothy Dozier, a retired member of AdventHealth Orlando's environmental services team, came back to work to assist nurses in the COVID-19 unit by making sure every room remained clean and sanitized. In the first 30 days of coming in, she worked 20 straight days because she wanted to see patients get better.

"When I go into a patient's room, I say 'I am here to take care of you,'" she says.

On December 16, 2020, Dorothy went on to make history by receiving the first COVID-19 vaccine at AdventHealth Orlando.



See Dorothy's story.



Anna Coridan
RN at AdventHealth
Shawnee Mission



See Anna's story.

Extending the Healing Ministry of Christ

When Anna Coridan, RN, met a group of Nepali refugee families in Kansas City, KS, she was greatly moved. Having lived in Nepal for a year before nursing school, she felt called to help these new members of her community feel more secure in an unfamiliar environment. Anna helped organize food drives and health clinics, and mobilized her Surgery and Anesthesia coworkers to provide health education and back-to-school supply drives to the refugee teens.

In 2020, Anna helped organize COVID relief efforts, providing fresh produce, cleaning supplies, COVID testing and education to this vulnerable population.

And as if that wasn't enough, Anna also now lives within the refugee community and is supporting them as a helpful neighbor -- assisting with job searches, and coordinating transportation, education and translation needs.

"To be able to be a part of that community has enriched my life," Anna says. "The people I've gotten to know have changed my life forever."

Anna now serves as the club director for New Change for Youth (NC4Y), a Pathfinder club comprised of young people from several refugee groups in the Kansas City area.



Learn more about the Community Impact Grant process by scanning this QR code.

Central Florida

Each year, AdventHealth opens the Community Impact Grant application, an annual opportunity with \$1.2 million available for non-profit organizations with projects addressing Central Florida's greatest health challenges, including care coordination, food security, mental and behavioral health and community development.

Community Impact Grants often produce outstanding results for recipients. For example, with a grant from AdventHealth, **Second Harvest** provides a healthy food pantry network in areas where there is limited access to healthy food. The program gives vouchers to discharged patients to obtain two boxes of nutritiously dense food each month, targeting patients with diabetes and other chronic conditions identified as food-insecure.

Kansas

AdventHealth Shawnee Mission invested in local suicide prevention efforts with both in-kind (expertise and board service) and financial support, specifically to Zero Reasons Why, a teen-led suicide prevention campaign.

AdventHealth Shawnee Mission hosts Suicide Survivor support groups at their facility and — to reduce suicide deaths — they provide non-emergent assessments to evaluate safety risk and referrals. The Behavioral Health team conducts at least 400 assessments each year at an estimated cost of \$50,000 annually.

Because of this collaborative effort, the suicide rate in Johnson County fell 33% during the pandemic in 2020.



Learn more about this initiative.

For more information on AdventHealth's commitment to the community, please visit [AdventHealth.com](https://www.adventhealth.com).

