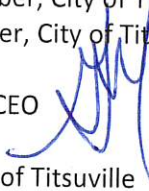


## MEMORANDUM

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**TO:** Dan Diesel, Mayor, City of Titusville  
Robert Jordan, Vice Mayor, City of Titusville  
Jo Lynn Nelson, Council Member, City of Titusville  
Joe C. Robinson, Council Member, City of Titusville  
Sarah Stoeckel, Council Member, City of Titusville

**FROM:** George Mikitarian, President/CEO 

**SUBJECT:** Semiannual Report to the City of Titusville

**DATE:** March 2022

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Attached please find Parrish Medical Center's semiannual report. This report includes:

- Listing of recent news releases, awards & recognitions
  - Full copies of releases available at [parrishmed.com/newsroom](http://parrishmed.com/newsroom)
- Listing of recent additions to the PMC Medical Staff/Parrish Medical Group
- Copies of LifeTimes quarterly community newsletter available at [parrishhealthcare.com/lifetimes](http://parrishhealthcare.com/lifetimes).
- Copies of select Healing Moments Patient Stories
- Copy of Power Point Presentation (as separate attachment)

Additional information is available online at [parrishmed.com](http://parrishmed.com), such as links to:

- State comparative data ([parrishmed.com/quality](http://parrishmed.com/quality))
- Community Health Needs Assessment and Implementation Plan ([parrishmed.com/communitybenefit](http://parrishmed.com/communitybenefit))
- Public Board of Directors meeting agendas and minutes ([parrishmed.com/leadership](http://parrishmed.com/leadership))
- Membership in Mayo Clinic Care Network ([parrishmed.com/mayo](http://parrishmed.com/mayo))

Thank you for your continued support of your community medical center, Parrish Medical Center, One of America's Finest Healing Environments®. Please let me know if I may provide any additional information.

Pc: Commissioner Rita Pritchett, District 1  
Scott Larese, City Manager  
Board of Directors, Parrish Medical Center  
Media Copy

## **PRESS RELEASES**

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### **PARRISH HEALTH AND WELLNESS CENTER OPENS MARCH 5**

Parrish Healthcare is pleased to announce the opening of its Parrish Health and Wellness Center located at the Crossroads Shopping Plaza, 3065 Columbia Blvd., Suite C104, Titusville, FL, on Saturday, March 5, 2022. "The 5,500 square-foot wellness center offers North Brevard a fitness center catered around convenience, safety and most importantly, wellness," said Parrish Health and Wellness Center Director Kellie Way. "Members will have the ability to reserve an individual exercise pod, decreasing the hassle of waiting for a machine and adding a layer of protection when exercising in their own space," added Way. The Parrish Health and Wellness Center features individual exercise pods; a variety of cardio, functional and strength training equipment; personal training services; private restrooms and showers; and complimentary Wi-Fi. Annual and monthly membership options are available for individuals and families. Daily, guest passes also available for \$10 per day. Senior and student discounts available. For more information, visit [parrishhealthcare.com/healthandwellness](http://parrishhealthcare.com/healthandwellness) or call 321-268-6200. Additionally, **timeshare rentals are currently available for the pool facilities at 2210 Cheney Hwy to interested organizations and individuals such as local swim teams and independent Aqua Zumba instructors.**

### **PARRISH HEALTHCARE'S PLAN TO CONVERT FORMER PARRISH HEALTH & FITNESS CENTER INTO AN ORTHOPEDIC & SPORTS MEDICINE CENTER OF EXCELLENCE IS UNDERWAY**

Parrish Healthcare, in a press release dated April 8, 2021, announced its plan to convert the former Parrish Health & Fitness Center, located at 2210 Cheney Hwy (Hwy. 50), into an orthopedic and sports medicine center of excellence. The plan included closing the fitness center and opening a new Health & Wellness Center at 3065 Columbia Boulevard, Suite C 104, located inside the Cross Roads Market Place (Target) Shopping Plaza. At the height of the COVID-19 emergency, Parrish Healthcare closed its Parrish Health & Fitness Center to adhere to public health and safety guidelines. "With the necessity to shut down fitness center operations and the prevailing uncertainty about when the center could safely reopen it offered Parrish Healthcare leaders the time and opportunity to accelerate our plans to grow and enhance access to quality orthopedic and sports medicine programs and services, while also sustaining our commitment to wellness," said Natalie Sellers, Parrish Healthcare spokesperson. Parrish Medical Group Sports Medicine Physician Anthony Allotta, DO, and Orthopedic Surgeon David Schafer, MD, are providing the clinical and programmatic oversight for the planned orthopedic and sports medicine center of excellence. The center will include medical services, athletic training, physical therapy and rehabilitation services, injury prevention and treatment clinics, and more. **Timeshare rentals are currently available for the pool facilities at 2210 Cheney Hwy to interested organizations such as local swim teams and independent Aqua Zumba instructors.**

### **PARRISH MEDICAL GROUP WELCOMES ORTHOPEDIC PHYSICIAN DAVID SCHAFFER, MD.**

Dr. Schaffer is a board-certified orthopedic physician now offering a wide variety of orthopedic care at two convenient locations: Parrish Healthcare Center 250 Harrison Street, Titusville, FL 32780 and Parrish Healthcare Center 5005 Port St. John Parkway, Cocoa, FL 32927. Dr. Schaffer completed his medical studies at Northwestern University in Chicago, Illinois. Following his studies, Dr. Schaffer completed a fellowship at the prestigious Kerlan-Jobe Orthopedic Clinic in Los Angeles. Most recently, Dr. Schaffer held the position of Medical Director at Grand Avenue Surgical Center/Surgicare of Chicago. He is a member of the American Orthopedic Society for Sports Medicine, the Arthroscopy Association of North America

and the American Academy of Orthopedic Surgeons. Having conducted a wide amount of research in his area of expertise and publishing in many academic journals, Dr. Schafer is passionate about the orthopedic field. Parrish Medical Group and Dr. Schafer are now accepting new patients. To schedule an appointment, call 321-433-2247 for Titusville or Port St. John.

**PARRISH MEDICAL GROUP WELCOMES DR. STEVEN HOLMES**

Parrish Medical Group is pleased to welcome occupational health physician Steven Holmes to the Brevard community. Dr. Holmes is now offering primary care and occupational health services at Parrish Healthcare Center at Port Canaveral, 390 Challenger Road, Cape Canaveral, FL 32920. Dr. Holmes earned his medical degree from Wayne State University School of Medicine in Detroit, Michigan. He was a recipient of a Health Professions scholarship from the United States Navy where he received training in General Surgery and Aerospace Medicine and practiced as a Flight Surgeon. Most recently, Dr. Holmes held the position of Medical Director of Ascension Medical Clinic in Ascension Parish, Louisiana. Dr. Holmes strives to provide the highest quality of health care services while promoting the wellbeing of workers, their families and the local community through preventative health measures. Dr. Holmes is a past-president of the Mid-South Occupations & Environmental Medical Association, a component society of the American College of Occupational and Environmental Medicine. He is also a member of the American College of Lifestyle Medicine and the Alpha Omega Alpha Honor Medical Society. Parrish Medical Group and Dr. Holmes are now accepting new patients. To schedule an appointment with Dr. Holmes, call 321-633-8640 or visit [parrishhealthcare.com/Holmes](http://parrishhealthcare.com/Holmes).

**PARRISH MEDICAL GROUP WELCOMES DR. KEVAT PATEL**

Parrish Medical Group is pleased to welcome physician Kevat Patel to the North Brevard community. Dr. Patel is a board-certified primary care physician now offering a wide variety of family medicine services at two convenient locations: Parrish Healthcare Center 250 Harrison Street, Titusville, FL 32780 and Parrish Healthcare Center 5005 Port St. John Parkway, Cocoa, FL 32927. Dr. Patel earned his medical degree from the American University of Integrative Sciences in Barbados. Following his studies, Dr. Patel completed a prestigious clinical epidemiology fellowship at Harvard Medical School in Boston, MA and an Internal Medicine residency at Marshall University in Huntington, WV. He is also in the process of completing a fellowship in Integrative Psychiatry. Dr. Patel is an active member of the Society of Hospital Medicine, American Medical Association, American College of Physicians and a contributing member of the Harvard Alumni in Healthcare. Having conducted extensive research in his area of expertise and being published in many academic journals, Dr. Patel is passionate about the field of primary care medicine. Parrish Medical Group and Dr. Patel are now accepting new patients. To schedule an appointment with Dr. Patel, call 321-268-6868 or visit [parrishhealthcare.com/Patel](http://parrishhealthcare.com/Patel).

**INNOVATIVE TECHNOLOGY FOR THE TREATMENT OF ADVANCED HEART DISEASE AVAILABLE ONLY AT PARRISH MEDICAL CENTER**

Advanced heart disease treatment that reduces the risk for heart attack and stroke while increasing patient safety and comfort is now available in Brevard County, exclusively at Parrish Medical Center (PMC). Shockwave Intravascular Lithotripsy (IVL), uses sonic pressure waves to break up arterial calcium deposits that cause atherosclerosis (hardening of the arteries), which decreases blood flow and can also

lead to heart attacks and strokes. IVL was approved by the U.S. Food and Drug Administration (FDA) in Feb. 2021. "In our Cardiac Cath Lab, we are using IVL to treat complicated calcified coronary heart disease in a safer and easier way than ever before," said Cath Lab Director and Chairman of Medicine Dr. Biju Mathews. "With this technology we are able to achieve better lasting results through better lesion preparation and a higher degree of stent expansion that reduces the need for future procedures," says Dr. Mathews. The FDA describes how IVL is used to treat heart disease: "The lithotripsy emitters at the end of the catheter create pressure waves that are intended to break up the calcification that is restricting blood flow in the vessels of the heart. This helps open the blood vessels when the balloon is inflated (angioplasty). After using the Shockwave system, the doctor will implant a different device called a stent, which is a metal tube that helps keep the vessel open." More than 125 Floridians a day die of heart disease, making it the state's leading cause of death. Nationally, more than 600,000 people die annually of heart disease. As heart disease, specifically coronary calcification, progresses, plaque buildup on the arterial wall narrows and eventually restricts blood flow. IVL, as described, is a better way to bring a healing experience for cardiac patients. "Medical technology, once approved for use, is of value only to patients when they have access to it. We're delighted at PMC to be the only hospital in Brevard presently making IVL treatment available to patients in need of this vital service," said Dr. Mathews. Parrish's first IVL treatment was performed in November by Dr. Mathews. IVL is PMC's latest cardiovascular advancement offered as a part of the hospital's cardiovascular patient care services. PMC was also the first to offer other cardiovascular advancements such as the world's smallest pacemaker, the Micra AV. For more information visit [parrishhealthcare.com/IVL](http://parrishhealthcare.com/IVL). To schedule an appointment with Dr. Mathews, call 321-383-7600.

#### **PARRISH HEALTHCARE SPONSORS BREVARD PUBLIC SCHOOLS' THRIVE BY FIVE INITIATIVE**

Parrish Healthcare is proud to serve as a major healthcare sponsor of Brevard Public Schools' Thrive by Five initiative. The initiative launched on November 1, 2021 at a press conference where Parrish care partners helped to assemble over 500 Thrive by Five bags each filled with the popular children's book ("Brown Bear, Brown Bear, What Do You See"), baby bib, and information for new parents about the many resources available to support them through the Thrive by Five initiative. Annually, 5,000 bags will be distributed to new parents countywide. Earlier this year, BPS Superintendent Dr. Mark Mullins contacted Parrish Healthcare's President/CEO George Mikitarian to share his vision of providing a pathway for every family in Brevard to have early literacy and school readiness resources beginning at birth to set them on the path for lifelong success. Dr. Mikitarian didn't hesitate to commit Parrish Healthcare's support. "It aligns perfectly to our own vision of Healing Families—Healing Communities® and why over the next five years, Parrish Healthcare has committed \$50,000 to support this important initiative," said Dr. Mikitarian. Thrive by Five program information will be disseminated at Parrish Medical Center; The Children's Center in Titusville, a service of Parrish Healthcare; Parrish Medical Group offices; and through area pediatrician offices. Additionally, information is available online at [www.brevardschools.org/ThrivebyFive](http://www.brevardschools.org/ThrivebyFive) or [parrishhealthcare.com/ThrivebyFive](http://parrishhealthcare.com/ThrivebyFive).

#### **PARRISH HEALTHCARE NAMED FOUNDING MEMBER OF THE CHILDREN'S ADVOCACY CENTER OF BREVARD'S AMBASSADOR CIRCLE**

Parrish Healthcare is proud to partner with the Friends of the Children's Advocacy Center of Brevard (CACB) to create a premier level of giving called the Ambassador Circle. The Friends of the CACB's Ambassador Circle will serve as a prestigious group of businesses and investors who pledge significant levels of financial support (\$10,000 or more) on a multi-year basis in support of improving

our community's response to child abuse and neglect. "Parrish Healthcare, as the founding member of Friends of the CACB's Ambassador Circle, has committed \$50,000 over a five-year period. Those funds will help support the many child protection programs and services offered through the CACB, such as specialized mental health counseling, medical exams, forensic interviews, and consultation services among other services," said CACB President Susan Moore. To learn more about the Friends of the Children's Advocacy Center of Brevard and how they support the programs and services of the CACB for abused children visit <https://www.friendsofthecacb.org>.

#### **PARRISH HEALTHCARE CENTER AT PORT CANAVERAL REOPENS TO THE PUBLIC**

After a 21-month closure due to the COVID-19 pandemic, Parrish Healthcare Center at Port Canaveral will reopen to the public on Thursday, November 4, 2021. Parrish Healthcare Center at Port Canaveral hours of operation are Monday-Friday from 8 a.m. – 5 p.m. and is located at 390 Challenger Road, Cape Canaveral, Florida. This site offers primary care and occupational health services to those ages 18 and up as well as sports physicals to individuals of all ages. Denise McBroom, PA, will be the onsite provider at the Port Canaveral location. McBroom is a graduate of the Medical College of Georgia and has over 22 years of experience. She has a strong history of success in meeting patients' needs by leveraging her healthcare expertise to diagnose and treat conditions. Additional services offered at Parrish Healthcare Center at Port Canaveral are medication management, wellness programs, x-rays, EKG's, vision screening, drug and alcohol testing, immunizations and lab services. New patients welcome. Most insurances accepted. For more information about Parrish Healthcare Center at Port Canaveral or to make an appointment, call 321-633-8640 or visit [parrishhealthcare.com/portcanaveral](http://parrishhealthcare.com/portcanaveral).

#### **PARRISH HEALTHCARE PARTNERS WITH THE TITUSVILLE POLICE DEPARTMENT AND DRUG ENFORCEMENT ADMINISTRATION FOR DEA NATIONAL TAKE BACK EVENT**

On Saturday, October 23, 2021 from 10a.m. – 2p.m. Parrish Medical Center is partnering with the Titusville Police Department (TPD) and the Drug Enforcement Administration (DEA) to serve as a collection point for the National Prescription Drug Take Back event. During this national take back event community members are able to surrender expired, unwanted or unused prescription controlled-substances and other medications to law enforcement officers for destruction. "The Titusville Police Department is grateful for our community partnerships with the DEA and Parrish Medical Center" said Special Investigations Section Sergeant Troy Barbour. "The upcoming Pill Take Back event provides an extraordinary opportunity for citizens to responsibly dispose of unwanted medications and prescription drugs, no questions asked, ultimately keeping these drugs off the streets and making our community safer" added Barbour. This semiannual event provides not only the opportunity for law enforcement, prevention, treatment and business communities to collaborate and establish a safe collection site for all community members but also allows for law enforcement to educate the general public about the potential for abuse of medications. "The DEA Takeback Day gives us the opportunity twice a year to make our community a safer place for our families. Parrish Medical Center's participation in this effort underscores our commitment to the support of the wonderful place we all call home!" said Parrish Medical Center Director of Pharmacy Eric Renker.

**LIFE STORIES | HEALING EXPERIENCES**

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Weekly, Parrish Healthcare shares stories of how our care partners serve to fulfill our mission. Attached to this memo are select few of the most recent stories. Additionally, we invite you to subscribe to our YouTube channel to hear first-hand stories of healing experiences received at Parrish Healthcare, where the art of healing comes to life. Visit [parrishhealthcare.com](http://parrishhealthcare.com) click on the YouTube icon at the top of the page or visit [parrishhealth.com/patient-stories](http://parrishhealth.com/patient-stories).

**SERVICES CONTINUE TO EXPAND WITH RECENT ADDITIONS TO MEDICAL STAFF & PARRISH MEDICAL GROUP (Since Sept. 2021)**

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**PMC**

|                             |            |                              |
|-----------------------------|------------|------------------------------|
| Pollet, Jacqueline M., CRNA | 9/1/2021   | Anesthesia                   |
| Poontreeratn, Sirirat, APRN | 9/1/2021   | Medicine                     |
| Chapman, Ryan B., DO        | 9/13/2021  | Medicine                     |
| Danly, Diane L., MD         | 9/13/2021  | Family Medicine              |
| Schafer, David A., MD       | 9/13/2021  | Surgery, Orthopedic          |
| Hattaway, Aaron M., MD      | 9/21/2021  | Diagnostic Imaging           |
| Friedman, Lee E., MD        | 11/2/2021  | Diagnostic Imaging           |
| Hassan, Syed Z., MD         | 11/4/2021  | Medicine, Hospitalist        |
| Mehta, Shaan, MD            | 11/4/2021  | Medicine                     |
| Naik, Nimesh H., MD         | 11/4/2021  | Infectious Disease           |
| Nguyen, Thaiduc T., DO      | 11/4/2021  | Anesthesia, Pain & Rehab     |
| Schrumpf, Tanya N., APRN    | 11/4/2021  | General                      |
| Swiderski, Iris, PA         | 11/4/2021  | Emergency Medicine           |
| De La Vega, Mara, MD        | 11/16/2021 | Family Medicine              |
| Sayess, Michael J., DO      | 12/21/2021 | Medicine, Hospitalist        |
| Al-Mulhem, Khaled M., MD    | 1/10/2022  | Emergency Medicine           |
| Metai, Ravi Kumar K., MD    | 1/10/2022  | Medicine, Hospitalist        |
| Soucier, Renee, MD          | 1/10/2022  | Family Medicine              |
| Stuart, Lauren H., MD       | 1/10/2022  | Pediatrics, Hospitalist      |
| Bhola, David, DO            | 2/10/2022  | Family Medicine, Hospitalist |

**PMG**

|                             |            |                       |
|-----------------------------|------------|-----------------------|
| Patel, Kevat B., MD         | 9/1/2021   | Primary Care          |
| Poontreeratn, Sirirat, APRN | 9/1/2021   | Primary Care          |
| Radcliff, Arlene, APRN      | 9/1/2021   | Endocrinology         |
| Schafer, David A., MD       | 9/1/2021   | Orthopedics           |
| Hattaway, Aaron M., MD      | 9/21/2021  | Diagnostic Radiology  |
| Friedman, Lee E., MD        | 11/2/2021  |                       |
| De La Vega, Mara, MD        | 11/8/2021  | Primary Care          |
| McBroom, Denise, PA         | 11/8/2021  | Primary Care          |
| Holmes, Steven L., MD       | 11/15/2021 | Occupational Medicine |

## Brevard Strong!

Parrish Healthcare wants to extend its appreciation to the Florida Department of Health in Brevard County, Health First, Steward Health Care, City of Titusville First Responders, Brevard County Fire & Rescue, and all of our healthcare heroes for the extraordinary work they're doing to care for our community during this Pandemic.

*Stay Strong*



[parrishhealthcare.com](http://parrishhealthcare.com)

*Healing Families—Healing Communities*



145 Plantation Drive  
Titusville, Florida 32780  
321-268-9767 Fax 321-268-2380

August 18, 2021

Mr. George Mikitarian  
Parrish Medical Center  
951 N Washington Ave  
Titusville, FL 32796

Dear Mr. Mikitarian,

I am writing to say "Thank You" and to express my deep appreciation to you, your Board of Directors, and your medical team. In March of this year, you answered our request to mobilize and host an onsite Covid Vaccination event here at The Great Outdoors for our residents. Today, your team answered another big request. Beginning last week and over the weekend, seven of our CSA employees who work on our grounds maintenance and golf maintenance teams tested positive for Covid-19 (one vaccinated, six unvaccinated). I placed a call to Chris Fox on Monday, and today there are five Parrish Medical staff members onsite here at TGO to offer Covid testing for approximately 50 of our employees who are deeply concerned about exposure and transmission of Covid 19.

On behalf of my Chairman of the Board, Tom Wheir, and my Board of Directors here at The Great Outdoors RV/Golf Resort, and speaking on behalf of our staff of 125 people, today's testing event was a blessing, and will allow many of us, including me, to get back to work with confidence during these tough times.

I worked closely with your medical staff to coordinate the onsite operation during today's event. I am so impressed with Chris Fox and your entire team. Everyone from the Parrish team is professional, friendly, hard-working and caring toward our employees.

The onsite vaccination event in March 2021, and today's testing event, demonstrates your PMC mission of Healing Families and Healing Communities. We are proud that you are our hometown hospital, and truly grateful for your extra effort during these tough times. Please let me know how we can support Parrish Medical Center and your medical team in the future. Please share our appreciation with your Board of Directors and your team who work so hard to keep us safe and healthy.

Respectfully,

  
Billy Specht, CSA General Manager  
The Great Outdoors RV & Golf Resort



# Healing Moments

## Weekly Huddle Story

January 18, 2022



### Furthering Our Mission with Teamwork

“The strength of the team is each individual member. The strength of each member is the team.”—Phil Jackson, 13-time NBA championship player and coach.

At PMC, we are one-big-team. Every care partner plays an important role in the success of the team. And the team plays an important role in the success of each care partner. The dedication and devotion of each care partner allows us to work together to achieve our common goals of providing person-centered care, healing care, loving care.

Teamwork inspired Nancy, a patient’s wife, to send a handwritten card saying, “To every person who came into this room to render care and assistance to my husband, thank you and God bless you. You are very caring, compassionate and kind. What a wonderful group of employees! Such a great hospital.”

In another note, a patient, Pricilla spotlighted PMC teamwork, “Please accept my sincere thanks and appreciation to all the nurses, aids, housekeepers and servers. They treated me like family. They gave me kind and responsive care during my stay. They could not have been any more attentive.”

Carole, a patient’s sister wrote, “I was very concerned for my sister. She was scared and needed extra gentle care. Every employee caring for her seemed to know this right away. The quality of service has truly been superb. I extend my compliments to the total staff for their dedication and care. Their depth of their caring is immediately obvious.”

Following a recent Emergency Department visit, Jodie wrote, “As unfortunate as it was being in the ER all night, my nurse was amazing! She listened to me and took the time to answer all of my questions. All of the staff was incredible and very compassionate.”

PMC teamwork is responsible for the experiences shared by these patients and their families. Patient experience has been defined as, the sum of **all interactions** ... that influence patient perceptions **across the continuum of care**. Patient experience begins before a person comes through our doors and continues after they leave. We’re all part of the patient experience, every day and everywhere.

Through commitment to our mission, vision and values, the PMC team creates more than just positive patient experiences, we create *Healing Experiences for Everyone All the Time*®.

**Care Circle Discussion Topic:** Discuss how all interactions affect patient experience. Describe exceptional teamwork have you observed, or been a part of, at PMC? How do you think teamwork helps patients, families and other care partners? *(Please wait for responses before reading further.)*

**Quote of the Week:** “Talent wins games, but teamwork [. . .] wins championships.”— Michael Jordan

Share and celebrate your stories by emailing them to [comservlces@parrishmed.com](mailto:comservlces@parrishmed.com) or by calling 321-268-6110. This and all other Huddles can be found on iCare under the Community Sharing Board.

# Healing Moments

## Weekly Huddle Story

January 11, 2022



### Partnering for Person-Centered Care

It has been said that Parrish Medical Center was built as a beacon of hope and light to the northern Brevard community. The truth is this light comes not from the building itself but from the care partners who dedicate themselves to the sacred work of healing day in and day out.

Amy is only 43 years old. Last month, she came to the Emergency Department with shortness of breath and chest pain. Amy was very worried about this visit due to her history of Hodgkin's lymphoma and cervical cancer. Testing in the ED proved that the suspicious-looking lesions in her lungs were indicative of malignant pleural mesothelioma, a rare and insidious cancer.

Until May, Amy was working as an electrician apprentice—well on her way to earning her certification. She was independent with her own apartment and vehicle. She was doing well until receiving her new diagnosis. She now requires oxygen, medications and follow-up care. She has no insurance and no family; her only friend lives in Georgia.

Knowing the support that was necessary for Amy, her care team worked creatively to ensure a healing discharge plan and a means to help her cope with her newfound challenges.

Lara Chicone, PMC's behavioral health social worker, fashioned for Amy a discharge plan which was possible due to Parrish's partnerships with community organizations. One such organization is Housing for the Homeless. Their program, Healing First, provides intensive case management services including furnished housing, food, clothes, hygiene items, etc. This assistance allows Amy to have a healing place to live while receiving the care she needs.

Amy continues to work with Parrish's Shannon Luker, Oncology Program coordinator. Shannon is teaching Amy about her diagnosis, as well as making sure she is registered with the American Cancer Society. Shannon has found five possible clinical trials for Amy; three of them that are available locally. Shannon's also helping Amy with care access, financial assistance, barrier-to-care removal, and emotional support.

Amy started this journey feeling alone. But she isn't. She has a "family," so to speak. A Parrish care partner family with a mission of *Healing Experiences for Everyone All the Time*®. It's person-centered care. It's Parrish Healthcare.

**Care Circle Discussion Topic:** Share your experiences in which you've been personally involved, or have witnessed, person-centered care. *(Please wait for responses before reading further.)*

**Inspiration for the Week:** "If you want others to be happy, practice compassion. If you want to be happy, practice compassion."- Dalai Lama

Share and celebrate your stories by emailing them to [comservices@parrishmed.com](mailto:comservices@parrishmed.com) or by calling 321-268-6110. This and all other Huddles can be found on iCare under the Community Sharing Board.

# Healing Moments

## Weekly Huddle Story

December 14, 2021



### **A higher standard of care**

When a patient expresses gratitude at receiving exceptional care, the shine of that statement reflects on all Parrish care partners.

Joseph, a patient who came to the Emergency Department, writes that he was seen immediately. Tests revealed he was suffering from COVID pneumonia. Joseph was admitted and moved to the 5th floor, where he remained for eight days.

Joseph said, "I received great care from all my nurses, CNAs, Dr. Aluino Ochoa and housekeeper Nikki Hicks-King. There are too many to name individually, but each of them demonstrated great patient care." More than that, he writes, they cared for *him* as a person – not his diagnosis or condition.

Joseph also said that Jennifer Lowe, a food and nutrition ambassador, "was great in providing nutritious, tasty meals." He was impressed that Jennifer phoned him daily to make sure his personalized meal requests were received.

Joseph said, "thank you for providing such a great hospital experience, proper treatment and a timely discharge." He says the care partners of Parrish Medical Center were so wonderful that he will recommend PMC to anyone needing care.

In his book, *Radical Loving Care*, Eric Chapman writes, "we all know that loving care is not required by either the law or by the Joint Commission. In the Healing Hospital, we do not deliver loving care because the law requires it, but because it's the right thing to do. It is a higher standard of care that Healing Hospitals set for themselves."

Each member of Joseph's care team lived our mission, vision, and values. That's more than clocking in, doing their jobs and clocking out. They created a sacred encounter by being present in the moment and making human connections. The team provided healing care, a combination of clinical care and loving care, furthering our mission of *Healing Experiences for Everyone all the Time*®.

**Care Circle Discussion Topic:** What does it mean to work in a Healing Hospital? Share examples of loving care you've witnessed, experienced, or provided.

**Quote of the Week:** "Love is the most important healing power there is." – Louise Hay, American motivational author and founder of Hay House.

*Share and celebrate your stories by emailing them to [comservices@parrishmed.com](mailto:comservices@parrishmed.com) or by calling 321-268-6110. This and all other Huddles can be found on iCare under the Community Sharing Board.*

# Healing Moments

## Weekly Huddle Story

October 6, 2021



### A Mother's Gratitude

What follows is a letter written by the mother of a recent PMC patient who lost her battle with COVID-19:

*"Good evening Mr. Mikitarian,*

*In the midst of all heartache surrounding us during these unprecedented times, I wanted to share what I believe to be a bright light in all sadness in the world right now.*

*My step-daughter, Candis, was recently in Parrish Medical Center from August 17 until she passed away from COVID this morning (9/2) at 8:05am. There is nothing good about COVID and how it has impacted our communities, however, there was so much good in the way the ICU team treated us, and more importantly, Candis.*

*I have worked in healthcare for over 20 years, and have seen the difference a compassionate vs. a disengaged 'just doing their job team' can make, and you, my friends, have an incredibly compassionate, empathetic, caring and professional team on the ICU.*

*Unfortunately, I do not have all the names of the team members we had the honor of interacting with, but I have quite a few, and hope you will take a few minutes to identify anyone else who cared for Candis while she was in the ICU, and not only recognize them for the extraordinary care of Candis, but every other patient in their care.*

*Lara Chicone, social worker; Melissa Muehlbrad, unit secretary; Ellen Wright, registered nurse; Embily Smith, unit secretary; Kyra Ramos, registered nurse; Matthew Marti; registered nurse; Cortina Stickler, registered nurse; there were 2 security guards when we came to the hospital in the early morning on Sunday, 8/29; and the patient experience team. I am sure there were many more who treated Candis with the same respect and compassion as these healthcare heroes.*

*Kindness, caring and empathy are something that can't be measured on a balance sheet, but they certainly help the patient and families, and build the reputation of our facility.*

*May each of you and your Parrish team stay healthy and safe.*

*Best Regards,*

*Margaret [REDACTED]*

Care partners in the ICU and across Parrish Healthcare have exemplified our values of SLICES. Thank you to all of our care partners for the healing work you provide.

**Care Circle Discussion Topic:** Discuss some tough situations you've experienced or witnessed in which a patient, or their family, expressed gratitude for the care and service they received from Parrish care partners, whatever their role.

**Quote of the Week:** "Try to be a rainbow in someone's cloud." – Maya Angelou, American poet and civil rights activist

Share and celebrate your stories by emailing them to [comservices@parrishmed.com](mailto:comservices@parrishmed.com) or by calling 321-268-6110. This and all other Huddles can be found on iCare under the Community Sharing Board.