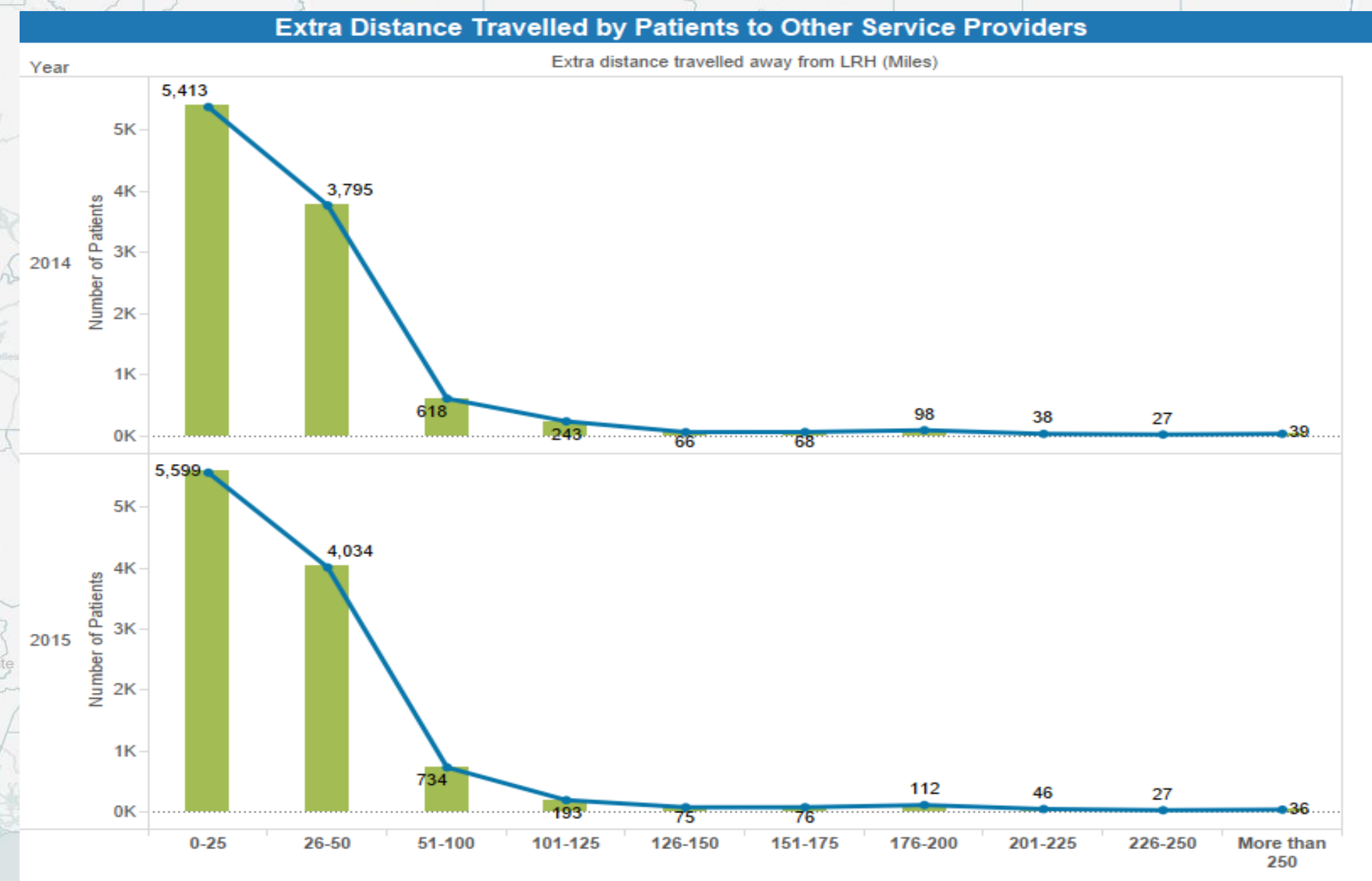


Partners in Health

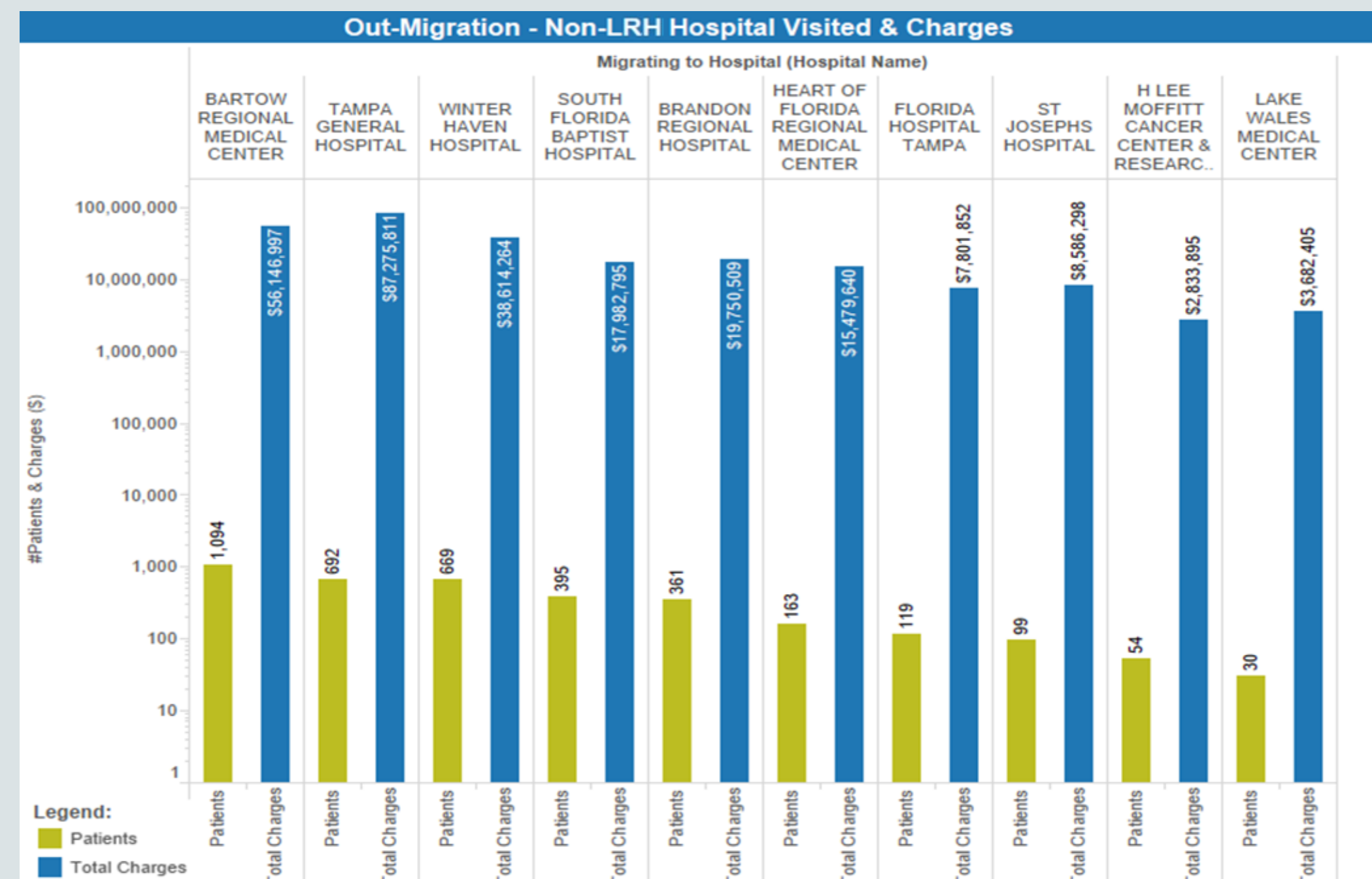
Bringing Elite Care to You

- Lakeland Regional Health (LRH) loses an average of 20,000 patients and \$300 Million in revenue annually to out-migration
- They seek to stem this outflow by partnering with a nationally-renowned medical group practice
- This analysis highlights key areas of improvement and sets benchmarks to maintain quality



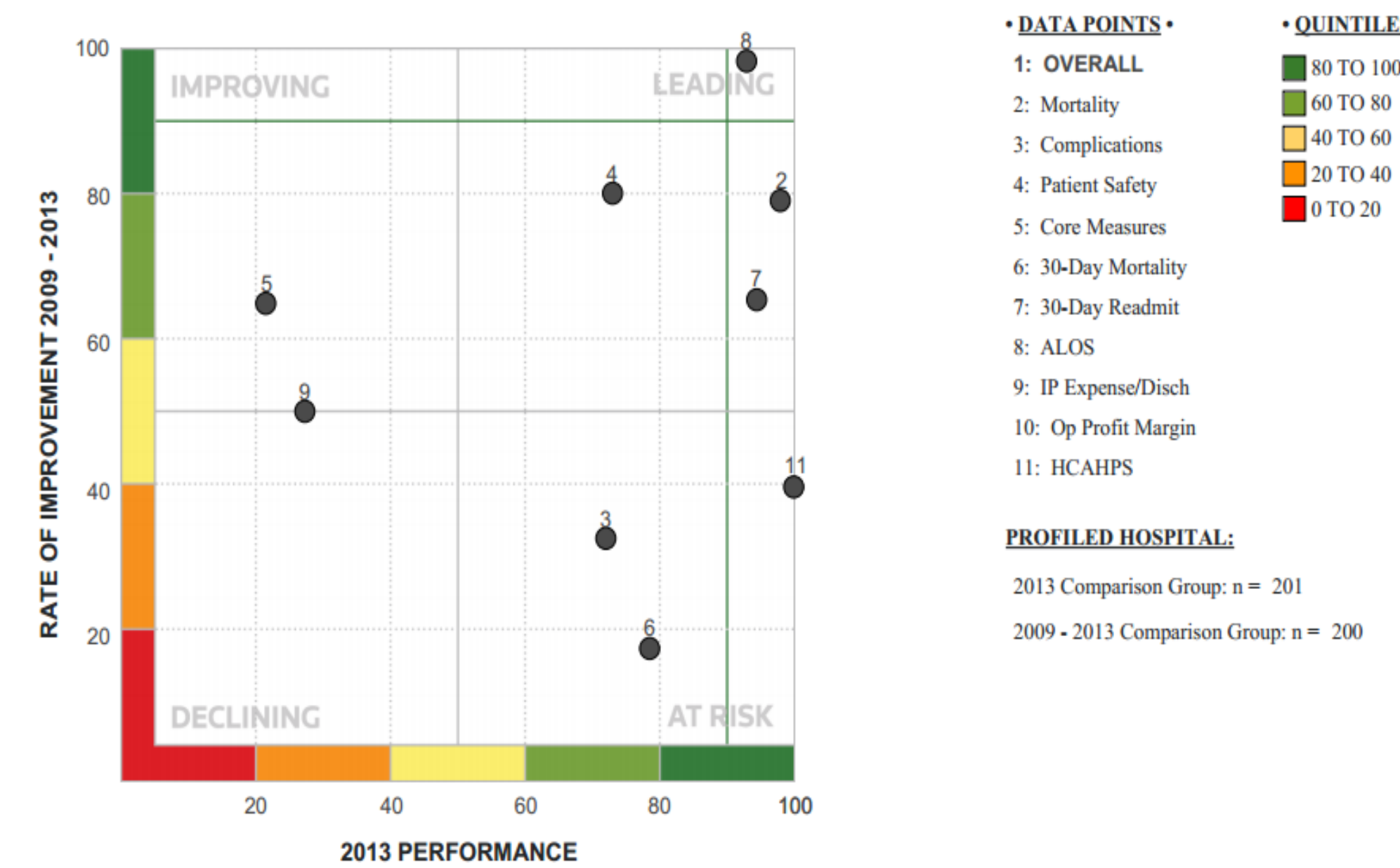
Extra Distance Traveled by Patients Across Service Areas

- The majority of out-migration patients travel up to 50 miles farther than they would to visit LRH



Top Primary Service Area Out-Migration Destinations

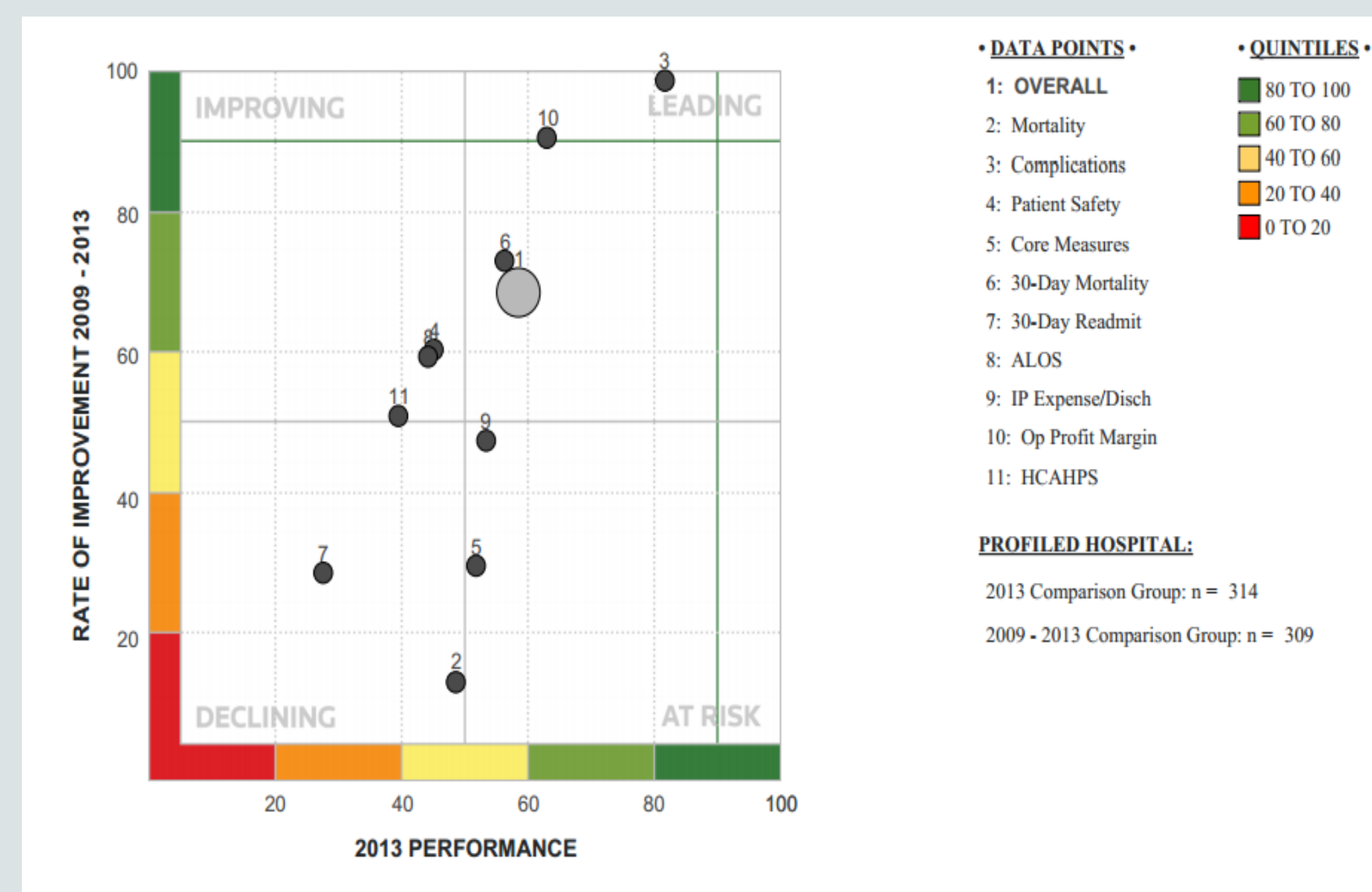
- Tampa General Hospital and H. Lee Moffitt have the strongest reputations. LRH should target the remaining competitors
- Further analysis has been conducted based on diagnosis-related group



Courtesy Truven 100 Top Hospitals

2015 National Benchmarks Report For Partner Network

- The partner network excels at low mortality, 30-day readmission rates, and short average length of stay



Courtesy Truven 100 Top Hospitals

2015 National Benchmarks Report For LRH

- LRH's strengths include operating profit margin and low complication rates



Recommendations

- Investing in cardiac service line would help minimize out-migration from LRH
- Use partner expert knowledge libraries and resources to educate staff and evaluate current processes
- Quality improvements prioritization for LRH include mortality rates, 30-day readmission rates, and healthcare-associated infections

- ★ Lakeland Regional Health
- Primary Service Area Out-migration
- Secondary Service Area Out-migration
- Tertiary Service Area Out-migration