

Final Research

This research will describe the Baptist Health South Florida group. This healthcare organization consists of several medical services, such as Baptist Hospital, South Miami Hospital, Doctors Hospital, Homestead Hospital, Baptist Children's Hospital, Mariners Hospital, West Kendall Baptist Hospital, Baptist Cardiac and Vascular Institute, and other healthcare institutions as well as outpatient diagnostic facilities, sleep centers, urgent care centers, home health care services, and endoscopy centers. It received a lot of awards, among which are Most Wired Innovator Award (2011), Leapfrog Top Hospital Award (2010), Press Ganey Top Improver Award (2014), VHA Excellence Award for Sustainability (2014), Environmental Excellence Award (2010, 2011, 2012) and many others (Baptist Hospital: Baptist Health South Florida, n.d.).

History and Facility Design

Baptist Health was established in 1990; however, its medical practice goes back to decades ago. It caters for over one hundred thousand patients every year. The logotype of Baptist Health is a pineapple, the symbol of warm welcoming and cordiality. The pineapple turned to be a token of hospitality in Europe in the fourteenth century. American householders later imitated the European tradition of attaching pineapples to the doors, and their guests felt safe and cozy.

When Arthur Davis granted the land and money to Baptist Hospital building, the tycoon decided that a pineapple fountain would hail visitors at the front door. Thus, guests would know that services there would be provided in a friendly way and kind manner, like in a swanky hotel. This fountain exists until now. Besides, all Baptist Health employees attach pineapple pins to their hospital identification badges as a symbol of their engagement to hospitality.

Baptist Hospital of Miami, Florida 33176, is situated on the North Kendall Drive, 8900, in twenty minutes from Miami International Airport. Its telephone number is (786) 596-1960. "Baptist Hospital is the largest Baptist Health facility and one of America's most preferred medical centers" (Baptist Hospital: Baptist Health South Florida, n.d.). It has 728 beds and offers a broad sector of medical, technological and surgical attendances.

The hospital was founded in 1960. Its architecture is made in the Italian Renaissance style. In 1996, Baptist Hospital received the prestige Governor's Sterling Award. This award was given to only four Florida organizations for absolute quality management. In 1998, the hospital was acknowledged as "a Magnet hospital for Nursing Excellence" by the American Nursing Credentialing Center (Baptist Hospital of Miami, n.d.), a branch of the American Nursing Association. At that time, Baptist Hospital was the first health care establishment

in the state to gain the outstanding nomination. Baptist Hospital is denominated as a Magnet Hospital through the year 2015. “In 2006, Baptist Hospital was re-awarded Magnet status for excellence in nursing through the year 2010” (Baptist Hospital of Miami, n.d.).

Currently, Baptist Hospital is a prominent medical center, fascinating patients from all over the U.S., Latin America, the Caribbean, and from the far away countries. More than thirty-two thousand men and women are admitted to the hospital annually; around seventy-eight thousand patients acquire emergency solicitude in the twenty-four-hour Emergency Center and Children’s Emergency Center. On the territory of the hospital, there are also Baptist Cardiac and Vascular Institute, Baptist Children’s Hospital, the Diabetes Care Center and the Regional Cancer Program.

Over four and a half thousand infants are born every year “at the hospital’s Family Birth Place, which has Level II and III Neonatal Intensive Care Units” (Baptist Hospital: Baptist Health South Florida, n.d.).

South Miami Hospital also opened in 1960, five miles East of Baptist Hospital in the South Miami city. This 460-bed hospital is accredited with an appreciation “from the Joint Commission on Accreditation for Healthcare Organizations, as are all Baptist Health hospitals. In 2004, the hospital was declared a Magnet Hospital for Nursing Excellence by the American Nurses Credentialing Center, a part of American Nurses Association” (Baptist Hospital: Baptist Health South Florida, n.d.).

South Miami Hospital has a perfect reputation for a high-class care in different fields, including Regional Cancer Program and Diabetes Care Center. The cardiovascular services in the Heart Center propose a complete treatment, including prophylaxis, preservation, diagnosis, and therapy. This comprises one of the first Heart Attack Units in Miami-Dade County, situated in the Emergency Center of the hospital.

South Miami Hospital’s Addiction Treatment Program has received worldwide acceptance in the field of alcohol and drug abuse treatment. This service is provided in English and Spanish.

The Child Development Center offers a large choice of developmental attendances to babies and children. More than 4,200 infants are born yearly at the Birth-Day Place. It has Level II and III Neonatal Intensive Care Unit. South Miami Hospital discovered the use of modern medical equipment, presenting the first computerized tomography scanner in South Miami-Dade County (Baptist Health South Florida, 2014).

Homestead Hospital primarily opened in 1940 on Krome Avenue, Miami-Dade County. In about seventy years, a new Homestead Hospital opened on Campbell Drive to provide services to an increasing population. The new hospital is three times bigger than the old building and has the most recent methodology and techniques. Natural illumination, quieting colors, plenty of open and private rooms create favorable conditions for the kind and welcoming atmosphere. Occupying the biggest geographical space of any medical clinic in Miami-Dade, Homestead is the only hospital situated in the lower eighteenth-mile radius of the district. The 142-bed hospital cares for ten thousand hospitalized patients and fifty-five thousand urgent visits annually. It offers an intensive care unit, medical-surgical unit, surgical departments, and advanced outpatient diagnostic investigation, including digital mammography, CT, and MRI scanners. The twenty-four-hour Emergency Center has 44 private hospital wards as well as an injury ward and a Children's Emergency Room. More than 1,200 infants are born yearly in the hospital's Birthing Suites. The Medical Arts Building is situated between the physicians' offices and the main hospital.

West Kendall Baptist Hospital opened on April 27, 2011. It is a teaching hospital with diagnostics, emergency, surgery and maternity. The hospital is one of the first completely new, non-replacement institutions built in Miami in over thirty-five years. The hospital was designed for meeting increasing social requirements. It is situated in a 30-acre estate in the Kendall Town Center, the four-storey, 282,000-square-foot establishment equipped with 133 licensed emergency care inpatient beds and hospital private wards.

Doctors Hospital, situated in the center of historic Coral Gables, is a 281-bed emergency care establishment that has been providing upscale medical treatment since 1949. Doctors Hospital is well-known for its general surgery, orthopedic, sports medicine, minimally invasive laparoscopic surgery, neurosurgery, women's health and urology services. Doctors nationally acknowledged Sports Medicine program provide services to student teams from Florida International University, the Miami Heat and the Florida Marlins. The Miami neuroscience group at Doctors Hospital devised the first Gamma Knife program in Florida. "Since 1993, it has been a leader in neurological patient care serving patients from the United States and abroad. There were about 7,500 patient admissions and 18,500 emergency room visits in 2008" (Baptist Health, 2014).

Mariners Hospital is a 42-bed hospital situated in the Upper Keys in Tavernier. It was established in 1962. Baptist Health created a brand new Mariners Hospital that admitted its first patients on February 18, 1999. The hospital had almost one thousand admissions in the tax year 2008 and provided urgent services for more than ten thousand patients.

Baptist Outpatient Services offers high-quality health services to the society, all at the opportune areas in Country Walk, Kendale Lakes, West Kendall, Pinecrest, Doral, Coral Gables, University Centre (Coral Gables), Palmetto Bay, Brickell, Miami Lakes, Westchester, Tamiami Trail, Weston, Sawgrass (Sunrise), Davie and Pembroke Pines, Coral Springs. In the neighborhood, Baptist Medical Plazas are located; they offer different medical services to cater for the patients' needs. Services include diagnostic imaging such as ultrasound, digital mammography, digital X-ray, PET/CT, CT, and MRI. Emergency treatment is proposed at some of the centers for the care of minor aid. Patients can get qualified and sympathetic nursing in the convenience of their homes. The entirely accredited and licensed team at Baptist Health Home Care assists patients in further treatment after hospitalization. The Executive Health and Wellness program caters for the needs of busy individuals. All centers are completely accredited by The Joint Commission and comply with austere quality norms.

System Integration

The Baptist Health South Florida is an incorporated structure. It is an integration of various healthcare facilities. All of its departments cooperate with each other as a single big system. If one department needs something from another, it will promptly receive it.

Corporate Structure

The corporate structure of Baptist Health consists of different departments. They include Marketing Department, Casualty Department, Finance and Accounting Department, Fire Department, Administrative Department, IT and Personnel Department. Every department is subdivided into many smaller divisions. Every branch has a Board of Directors and Board of Trustees. The Chairman of the Board of Trustees is Rev. Dr. William W. White, and the Chairman of the Board of Directors is William W. Wilson, III.

Legal Entities

LEI: K617TB5M0RZYIMZN1Q07

Legal name: Baptist Health South Florida, Inc.

Registered address: C/O Friedman, David R., 6855 Red Road, Suite 500, Coral Gables, FL, US, 33143.

Entity status: active.

Certification state: not certified.

Record state: validated.

Legal form: incorporated (Legal Entity Identifier Search, 2012).

Statement of Operations (Financial Status)

The following information given on June 30, 2014 (Baptist Health South Florida, Inc. and Affiliates, p. 4 - 5).

Current assets: \$509,888,729

Assets whose use is limited: 2,789,322,085

Other investments: 74,516,081

Property and equipment – Net: 1,341,241,636

Goodwill: 46,486,447

Other assets: 31,718,193

Total assets: \$4,793,173,171

Condensed consolidated statement of operations (three months ended June 30, 2014):

Total unrestricted revenues, gains and other means of support: \$600,775,302

Total expenses (Wages, salaries, benefits, supplies, interest, malpractice, administrative, general and others): \$526,087,845

Income from operations: \$74,687,457

Other income (expense): \$95,044,862

Workforce Information

Baptist Health work team consists of 15,000 employees and 2,200 physicians in practically all specialties. Many of them have national and worldwide reputation. The staff members are from all over the world: 50% are Hispanic, and 20% African-American, 72% of management staff are women. Baptist Health South Florida offers a variety of career choices in the following areas: administrative and clerical (administrative assistants, accounting clerks, recruitment assistants, secretaries, telecommunication operators, etc.), allied health and clinical (work positions in imaging, laboratory, pharmacy, respiratory, rehabilitation), professional and service. Professional area includes specialists in human resources, finance, risk management, marketing, general counsel, international services, audit/compliance, real estate, administration, pastoral care, foundation, medical education, managed care, wellness, health information management, construction management. Service careers suggest the following job positions: child care assistants, mail clerks, food services, environmental techs, transporters, maintenance specialists, and others (Baptist Health South Florida, n.d.).

Services Offered

Baptist Health South Florida offers a variety of medical care services, such as addiction treatment, cancer and stroke treatment, cardiovascular treatment, maternity services, diagnostic imaging, weight-loss surgery, emergency and urgent care, endoscopy, mammography, rehabilitation, sleep disorder treatment, spine related services, women's services, and others. A whole list of benefits is available on the official site by the link <http://baptisthealth.net/en/health-services/pages/default.aspx>

Technology Utilized

Baptist Health uses the most renovated technology and equipment for its practice. South Miami Hospital has modern hyperbaric and dialysis facilities; Baptist Hospital has acquired a LENSAR laser for cataract surgery. It has also initiated a low-dose CT lung-screening program, which is more efficient than X-rays. Miami Cardiac and Vascular Institute is equipped with the Magellan Robotic System, the most advanced technology available for clearing artery blockages and aneurysm repairs. Institute installed a 256-slice CT that provides clear 3-D images of an entire organ, including brain and heart, thus, decreasing doses of radiation up to 80 percent. Baptist Hospital also added the first intraoperative MRI for brain surgery (Baptist Health South Florida, 2014).

Ambulatory Care Services

The best choice for high-quality ambulatory hospital-based diagnostics is West Kendall Baptist Hospital. Outpatient Surgery and Endoscopy Center offers ambulatory procedures in the following fields: Orthopedics, Plastic/Reconstructive, Ear, Nose and Throat, Colorectal, Podiatry, Thoracic, Urology, Gynecology, Gastroenterology, Vascular, Oral and Maxillofacial. More information may be given by the telephone number 786-467-2100.

Patient Safety Data

Baptist Health South Florida possesses one of the highest levels of medical service quality. The Leapfrog Group, an independent watchdog of patient safety, graded some of the Baptist Health hospitals. The results showed that all Baptist Health hospitals are the safest hospitals in the town. This means that there are fewer risks to be harmed. Some medication errors were found at Baptist Hospital and Doctors Hospital.

Emergency Operations Plan Structure

Emergency Operations Plan is a plan, which specifies the actions of a healthcare facility in some urgent situations. It includes the organization of operations in

different fields, such as safety and security, clinical and utilities, work team responsibilities, funds and activities, support and communication. Each branch has its personal emergency operations plan and is obliged to follow this plan when necessary.

Materials Management Strategy and Design

Materials management of the Baptist Health is organized in such a way that all supplies and materials are situated in their right place in the hospital buildings. There are particular rooms and storehouses, in which the new and old equipment is kept. Materials management includes the control of quality of the delivery and the purchase.

Implementation Plans

Baptist Hospital of Miami has written an implementation plan, which addresses four main areas: chronic disease management, access to care, availability of primary and preventive care, vascular and heart disease treatment. Thus, Baptist Hospital provides healthcare to underinsured and uninsured patients living in South Florida. Baptist Health also plans to commit supplementary resources to available purveyors to improve access to medical services for the uninsured individuals.

To support pediatric uninsured patients, physicians of Baptist Children's Hospital donate their time and services to perform corrective facial surgeries and other reconstructive manipulations to children from South Florida, whose families have no costs and are not able to pay.

Support groups, volunteers, dietitians, and fitness instructors are sent to the community to encourage and promote healthy style of life, healthy eating patterns and free exercises for residents. Such programs as "Healthy Eating 101" and "Understanding Nutrition Facts Labels" teach patients of Baptist Health the principles of well nutrition.

Baptist Hospital plans to increase the number of educational programs in different fields to make young people aware of their diseases and preventive measures, and teach them how to take medicines and stay well and healthy.

Billing Process

When a patient comes to a Baptist Health South Florida hospital or other facility, he/she should register. Meanwhile, he/she will be requested to give his/her personal data and the insurance coverage. This data will be saved in a computer file with an assigned invoice number, which connects their accounting and medical records.

After the information is registered, Baptist Health draws all paramount and minor

insurance demands and generates invoicing statement. A patient will receive messages from the hospital, which specify his/her account condition. If those letters offer a person to call his/her insurance company to secure coverage for the hospital's accommodation, Baptist Health will tell a patient to call his/her insurance provider.

If a healthcare organization or an insurance company decides that it will not settle an account, the patient will be responsible for the delinquent statement. Consequently, it is significant to keep the letters, which specify the account status to guarantee the estimated insurance coverage is on-site and that all probable items with the bill are settled.

If a person has no insurance policy and does not get the right to Medicaid or Medicare, he/she may get the right to Baptist Health financial aid program.

If a person has extra questions or troubles, he/she should call the Patient Financial Services Department. Working hours are from 9 a.m. until 4:30 p.m. on weekdays. Telephone numbers are 786-596-6507, 800-235-0065.

Insurance Plans Accepted and Health Plans offered

Baptist Health hospitals and outpatient facilities accept different health insurance plans. This research paper will enumerate them following the example of Baptist Hospital, Miami.

Health maintenance organizations (HMOs): Aetna, AvMed Health Plan, CIGNA Health Care, Coventry Health Care HMO, Florida Blue Health Options, Medica HealthCare Plans of Florida, Neighborhood Health Partnership, Tricare Prime, United HealthCare of Florida (HMO and Open Access HMO).

Medicare HMOs: AvMed Medicare Choice (HMO), AvMed Medicare Choice Elect (HMO), BlueMedicare (HMO), BlueMedicare HMO Life Time (HMO), BlueMedicare HMO Prime Time (HMO), Medica HealthCare Plans Medicare Max (HMO POS), Medica HealthCare Plans Medicare Max Value Rx (HMO POS SNP), Medica HealthCare Plans Medicare Max (HMO).

PPO and POSs: Aetna, AvMed Classic Plus, AvMed Select Plus, Beech Street, Florida Blue, CIGNA Health Care, CorVel Preferred Care, Coventry Health Care PPO/POS, Coventry PPO, Dimension Health Network, First Health, Floride Health Administrations, Inc., Great-West Health Plan, Multiplan, PHCS, Tricare Extra and Standard, United Health Care of Florida.

Health Insurance Marketplace (HIMP) Plans: Blue Care, BlueSelect, BlueOptions, Cigna LocalPlus.

For all additional information, patients may visit the website by reference

<http://baptisthealth.net/en/patient-visitor/pages/health-plans.aspx>, or contact the Corporate Pricing Office at 786-662-7667, or per e-mail corporatepricing@baptisthealth.net.

Process Improvement Plans

Baptist Health plans to provide better services, technologies, and equipment. To achieve this aim, it invests more costs to care providers, signs new contacts and searches for new sponsors. Baptist Health plans to enlarge the number of CT screenings, lasers, X-Ray apparatus, the ultrasound apparatus, and so on. It also plans to improve the professional skills of the specialists.

Summary

Baptist Health South Florida is a healthcare organization with long-term experience and modern technologies. All Baptist Health hospitals enjoy specialists of international level skills and abilities. The work team consists of individuals from all over the world and of various nationalities. They devote their time to serving people with different level of solvency.

Baptist Health group gives an opportunity to young people to acquire and enlarge their knowledge of medicine and medical care, offering them educational programs and events. Doctors, nurses, and other medical specialists can continue their study and obtain accreditation at Baptist Health South Florida.

Baptist Health is a winner of Sustainable South Florida Award for environmentally friendly initiatives. To these belong energy-saving PC-monitors, recycling programs, paperless purchases, recycled printing supplies, community outreach, educational and training events, green building practices, and so on. Other establishments should follow its example and use eco-friendly practices to conserve environment.

Baptist Health South Florida teaches people to be amicable and hospitable to others and help people of different financial status. All Baptist Hospital's employees are working based on the Code of Ethics and in compliance with laws and regulations. The work team is friendly to patients and visitors, and external design of hospitals is very attractive. For example, Baptist Hospital of Miami has a big lake with ducks swimming, benches and green trees in the yard, parking and garages.

Baptist Health hospitals provide many advantages. Use of modern techniques and equipment, comfortable rooms, and flexible pricing policy attract patients from the South Florida and other states and countries as well. However, not every patient is satisfied with its services. Some of them (they decided to stay anonymous) complain about dirty floors in rooms and bad food conditions, while others say that

educational classes are too long and boring. Still other patients, on the contrary, praise medical staff and convenient rooms.

After making a research about Baptist Health South Florida, the following conclusions may be drawn. The Baptist healthcare facility is good but not perfect. There are many things to improve and additional knowledge to learn. It does not matter, what kind of a person a Chief is, the members of Baptist Health community should begin with self-improvement. What an administrator can do to improve the state of matters? Maybe, some encouraging bonuses for personnel should be included in working process. For example, the better a person fulfils his/her duties, the more bonuses he/she will get. Such bonuses may be not only money, but some presents, awards and honorary titles as well. It will stimulate people to work harder and better because every person always wants to be the first and the best.

At the end of the research, a few words should be said concerning the whole structure of Baptist Health South Florida. It is well organized and interacting; all the hospitals cooperate with each other and other facilities. Friendly atmosphere and collaboration call to visit this healthcare organization and tell about it to friends and relatives.

References

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