

# UF Health Jacksonville Overview

## Patient Care

### Overview of hospital systems and faculty practices

UF Health Jacksonville's origins date to 1870 as Florida's first non-military hospital, known then as Duval Hospital. UF Health Jacksonville is a leader in the education of health professionals, a hub for clinical research and a unique provider of high-quality patient care. Combining its strengths with the UF College of Medicine – Jacksonville, it offers residents in Northeast Florida and Southeast Georgia all the benefits of an academic health center.

UF Health Jacksonville's newest campus, UF Health North, includes a state-of-the-art medical complex, which opened in 2015, featuring an emergency room, outpatient surgery suites, imaging services, a birth center and physician offices. The 92-bed hospital opened in May 2017, and is the only full-service hospital in North Jacksonville.

## UF Health Jacksonville

### General Overview

- Approximately 400 UF faculty physicians and more than 100 specialty and subspecialty services
- UF primary care physicians and pediatricians located in more than 30 practices in Northeast Florida and Southeast Georgia
- Home to UF Health TraumaOne, Florida's first and the region's only state-designated Level I trauma center — also one of only five American College of Surgeons-verified Level I trauma centers in the state, which integrates a Level I trauma center, a three-helicopter aeromedical transport service, and professional and community trauma prevention and education
- Level III neonatal intensive care unit
- One of three Poison Information Centers in Florida
- UF Center for Simulation Education and Safety Research, one of the largest of the 40 non-military simulation labs in the nation
- UF Health Proton Therapy Institute located on the UF Health Jacksonville campus

## Boilerplates

### About UF Health Jacksonville

UF Health Jacksonville is a private, not-for-profit hospital affiliated with the University of Florida Health Science Center campuses in Jacksonville and Gainesville. In Jacksonville, UF Health includes University of Florida faculty, residents and fellows within the UF College of Medicine – Jacksonville, who work alongside other outstanding medical professionals and employees to provide state-of-the-art services to residents throughout Northeast Florida and Southeast Georgia. This academic health center's mission is to heal, to comfort, to educate and to discover in an environment where exemplary medical care is complemented by outstanding service.

### About UF Health North

UF Health North is a full-service health care facility serving residents of North Jacksonville, Nassau County, South Georgia and surrounding communities. Affiliated with UF Health Jacksonville and the University of Florida College of Medicine – Jacksonville, UF Health North is home to a 92-bed inpatient hospital focused on providing state-of-the-art care in labor and delivery, intensive care and general surgery. The campus also includes a 24/7 emergency room, outpatient surgery suites, imaging and other diagnostic services, a birth center, four floors of physicians' offices and more.

## Key Service Lines of Distinction

### Neurology and Neurosurgery

The UF Health Neuroscience Institute in Jacksonville brings together a team of highly skilled neurologists and neurosurgeons who provide comprehensive care for patients suffering from diseases of the brain, spinal cord and nervous system, including brain tumors, aneurysms, epilepsy, movement disorders, multiple sclerosis, neuromuscular disease, sleep disorders, stroke and spinal disease and injury. The largest integrated neuromedical practice in Northeast Florida, it is also one of the most advanced, with most faculty having completed fellowship training in subspecialty fields.

### Cardiology

UF Health Jacksonville is renowned for treating patients with complex diseases and being on the forefront of advancing the science of interventional cardiology. The UF Health Cardiovascular Center in Jacksonville includes internationally recognized physicians who are leaders in cardiac care, research and education. Cardiologists and cardiothoracic surgeons participate in numerous national and international clinical trials and offer accredited fellowship-training programs in cardiology, electrophysiology and interventional cardiology. The center offers fully integrated, comprehensive heart programs, including a coronary interventional program, nuclear program, electrophysiology program, non-invasive program and peripheral interventional program. Services are also provided on the UF Health North campus.

### Cancer

At the UF Health Cancer Center, multidisciplinary teams of surgeons, medical oncologists, radiation oncologists and other cancer specialists work together using the latest diagnostic and therapeutic innovations to optimize cancer treatment outcomes. In addition to offering standard cancer treatment options, the UF Health Proton Therapy Institute, located on the UF Health Jacksonville campus, offers patients with certain cancers leading-edge treatment with minimal side effects. This fully integrated center provides comprehensive treatment for all types of cancers and is involved in numerous clinical trials, enabling UF Health to offer treatment options not available anywhere else in the region.

## Trauma

When UF Health TraumaOne began in 1983, it was the first trauma program in Florida. Today, it is still the only adult and pediatric Level I trauma program in Northeast Florida and Southeast Georgia. TraumaOne's highly qualified staff consists of University of Florida critical care surgeons and emergency medicine physicians, UF Health Jacksonville nurses and other health care professionals with extensive training in caring for trauma patients. In 2018, TraumaOne received official verification from the American College of Surgeons, a distinction given only to trauma centers that meet the most stringent criteria.

## Number of employees (FTEs)

5,917

## Hospitals

3,534 – UF Health Jacksonville

406 – UF Health North

## UF Jacksonville Physicians Inc.

1,550 – Support staff

## University of Florida College of Medicine – Jacksonville

437 – Faculty

## Employee Engagement Survey Results

- Forty-two percent of all work units ranked in the top tier.
- Highest performing items vs. national academic health center average:
  - “I have sufficient time to provide the best care/service for our clients/patients.” (+.024)
  - “My pay is fair compared to other health care employers in this area.” (+.22)
  - “I have confidence in senior management’s leadership.” (+.17)

## Growth

- Opened the UF Health North medical office building in 2015
- Opened the UF Health North hospital in 2017
- Expanded rehabilitation services on Jacksonville’s Southside to a new, highly advanced 10,000 square-foot facility — nearly triple the size of its former space — in 2017
- Opened the Jacksonville Aging Studies Center, or JAX-ASCENT, a dedicated space for conducting NIH-sponsored clinical and behavioral translational research on aging, in 2018
- Center for Health Equity and Quality Research established in 2008 as a partnership with the Duval County Health Department to support research and education on health disparities, health equity and quality of health care
- Increased the number of primary care practices in Northeast Florida and Southeast Georgia by 83 percent in less than a decade
- UF Health Wildlight medical office building will open in Nassau County in late 2019 as part of the new Wildlight master planned community. As part of the agreement with Raydient Places + Properties, the University of Florida and UF Health will construct health and fitness facilities in Wildlight and spearhead programs and services aimed at promoting healthier living throughout the new community.

## Notable Projects

- Department of Defense award for \$1.8 million to improve trauma outcomes by refining simulation-based translational research model. (Rosemarie Fernandez, MD, associate professor of emergency medicine )
- National Highway Traffic and Safety Administration award for \$1.4 million to study crash risk associated with drug and alcohol use by drivers in fatal and serious injury crashes. (Marie Crandall, MD, MPH, FACS, professor of surgery)
- Florida chapter of the American Academy of Pediatrics grant to teach providers in South Florida how to recognize and treat teens and adolescents about how to cope with trauma from shootings. Grant was in response to the Parkland, Florida, school shooting in February 2018. (Madeline Joseph, MD, professor of surgery; and Elise Fallucco, MD, associate professor of psychiatry)
- UF Health Jacksonville was awarded a \$2.4 million grant in 2018 from the Centers for Disease Control and Prevention to begin using telemedicine to improve care for patients living with HIV in an urban setting. The grant will allow patients currently seen in person within the UF Health system to use computers, tablets and smartphones for consultations with their physicians and caregivers. The model has been proven to work in rural settings, where access to specialists is limited. This project, the only one of its kind nationally to receive a CDC grant, aims to achieve the same results in an urban setting by helping patients overcome barriers to care, such as transportation, work schedules or other time-consuming situations. (Reetu Grewal, MD, assistant professor of community health and family medicine; and Mobeen Rathore, MD, professor of pediatrics)

## Inpatient Admissions Data

FY18 admissions (including newborns): 27,636

## Accolades, Awards of Distinction

**UF Health TraumaOne, the only adult and pediatric Level I trauma center in Northeast Florida and Southeast Georgia, received official verification from the American College of Surgeons in 2018**, a distinction given only to trauma centers that meet the most stringent criteria. National trauma center verification is an evaluation process by the American College of Surgeons, or ACS, to evaluate and improve trauma care. The ACS verifies the presence of the resources listed in its guidelines, Resources for Optimal Care of the Injured Patient. These include commitment, readiness, resources, policies, patient care and performance improvement.

**UF Health Jacksonville was recognized for high performance in three specialties and for the care of patients in two key areas in the latest U.S. News & World Report comparison of hospitals across the nation.** Highlighting the organization’s achievements are diabetes and endocrinology, nephrology and orthopaedics. UF Health Jacksonville was singled out as high performing for the

treatment of chronic obstructive pulmonary disease and heart failure. UF Health Jacksonville was also recognized as a “Best Hospital” in North Florida and the 22nd best hospital in the state.

**UF Health Jacksonville continues to be recognized as a Magnet program by the American Nurses Credentialing Center.** UF Health Jacksonville first received the recognition in 2011 and was renewed in 2016. The ANCC Magnet Recognition Program uses a rigorous process to certify the best health care organizations not only across the United States, but throughout the world. UF Health Jacksonville has been praised for quality patient care, nursing excellence and innovations in professional nursing practice.

**UF Health Jacksonville operates a center dedicated to improving overall wellness for patients with epilepsy in 2018.** The center addresses many of the social and psychological needs of epilepsy patients during the course of their clinical visit. Patients are assessed in areas such as memory and stress management, and are provided counseling and training based on their individual needs. These services are in addition to the therapy epilepsy patients already receive.

**UF Health Jacksonville’s ranking among academic medical centers in the United States jumped significantly in 2017, with the hospital rising 33 spots in the Vizient rankings.** The Vizient Quality and Accountability study is recognized as the most rigorous and credible analysis of its kind. Vizient analyzes data from more than 100 academic health centers and 124 community hospitals. It assesses dozens of measures in the six categories and includes patient satisfaction data from the Hospital Consumer Assessment of Healthcare Providers and Systems surveys.

**UF Health Jacksonville and UF Health North were singled out for excellence by national health care research leader Professional Research Consultants Inc.** PRC honored UF Health Jacksonville and UF Health North in 2017 and 2018 for excellence in multiple categories for services provided in the emergency departments and inpatient units. Multiple departments on both campuses received five stars in 2018 for excellent service, including the UF Health North emergency department and outpatient surgery, and UF Health Jacksonville’s medical/surgical unit and cardiovascular intensive care unit.

**The Joint Commission awarded UF Health North a Certificate of Distinction in 2017 for advanced certification in an Acute Stroke Ready facility.** The commission based its decision on a review of UF Health North’s compliance with national standards, clinical guidelines and outcomes of care. Acute Stroke Ready Hospital certification recognizes hospitals that meet standards to support better outcomes for stroke care as part of a stroke system of care. Among the necessary requirements are a dedicated stroke-focused program staff by qualified medical professionals trained in stroke care and access to stroke expertise 24 hours a day, seven days a week.

**UF Health Jacksonville earned top recognition in 2016 for heart disease care, becoming the only hospital in Florida to receive accreditation from the Society of Cardiovascular Patient Care as a designated Chest Pain Center with Primary PCI and Resuscitation.** The accreditation lasts three years. UF Health Jacksonville is the only hospital in Jacksonville to hold this designation and just one of 15 in the state.

**The UF Health Jacksonville Comprehensive Multiple Sclerosis Program was recognized in February 2016 as a Center for Comprehensive MS Care by the National Multiple Sclerosis Society.** The center is was just one of seven in the state to be recognized by the organization and the only one north of Orlando. The society’s designation is granted to health centers demonstrating highly coordinated multidisciplinary care spanning medical, rehabilitative, nutrition and mental health services for MS patients. The designation reflects the varied and often complex issues related to living with MS.

**Rui Fernandes, MD, DMD, an associate professor and associate chair of oral and maxillofacial surgery at the University of Florida College of Medicine – Jacksonville, was inducted into the Royal College of Surgeons of Edinburgh in 2017.** The Royal College of Surgeons of Edinburgh is the oldest and largest royal college in the United Kingdom and one of the world’s oldest surgical organizations, advocating for surgical advancement for more than 500 years. Fernandes is the third surgeon out of more than 10,000 in his specialty in the United States to receive the honor.

**Leon L. Haley Jr., MD, MHSA, dean of the University of Florida College of Medicine – Jacksonville and CEO of UF Health Jacksonville, won the 2017 National Medical Fellowships’ Excellence in Academic Medicine Award.** National Medical Fellowships is a nonprofit organization dedicated to increasing the number of underrepresented minority physicians and other professionals in health care in order to improve access to quality care in medically underserved communities. The Excellence in Medical Education Award recognizes an outstanding medical educator who has demonstrated outstanding teaching skill and has served as a role model and mentor to hospitalists, residents, medical students and other health care professionals.

**Three pediatricians with the University of Florida College of Medicine – Jacksonville were honored by the Northeast Florida Pediatric Society for their work with children in our community in 2017.** Laura Beverly, MD, was named the society’s Pediatrician of the Year. Asad Tolaymat, MD, was named Educator of the Year, and Daniel Indelicato, MD, was named Pioneer of Innovation. Beverly is medical director of the UF Health Pediatrics – Beaches practice. Tolaymat is a professor of pediatrics and chief of pediatric nephrology and rheumatology. Indelicato’s focus is pediatric radiation oncology and he is a key member of the UF Health Proton Therapy Institute.

**University of Florida College of Medicine – Jacksonville pediatrician selected as the Paul V. Miles Fellow in Quality Improvement for 2017 by the American Board of Pediatrics.** Matthew Garber, MD, a UF professor of pediatrics, was chosen for his work on quality improvement in community-based hospitals, as well as launching and sustaining new pediatric quality improvement programs. The award is given to a mid-career pediatrician dedicated to improving quality of care for children.

**University of Florida cardiologist and researcher in Jacksonville continues to receive top honors in his field, named for the second consecutive year to the 2017 Thomson Reuters’ list of “The World’s Most Influential Scientific Minds.”** Dominick Angiolillo, MD, PhD, a tenured professor of medicine, program director of the interventional cardiology fellowship, and medical director of cardiovascular research at the UF College of Medicine – Jacksonville, was among 3,000 researchers from around the world

recognized for publishing the highest number of articles most frequently cited by fellow researchers between 2005 and 2015. In the report, Thomson Reuters said those recognized on the list are considered to be the people of greatest influence in their respective fields, “performing and publishing work that their peers recognize as vital to the advancement of their science.” Angiolillo was one of 19 researchers connected to organizations in Florida to receive the honor.

## Provider Outreach/Education

### UF Health Proton Therapy Institute

Located on the UF Health Jacksonville downtown campus, the UF Health Proton Therapy Institute, which opened in 2006, is one of few facilities in the U.S. equipped to treat cancer with protons. Proton therapy greatly reduces the damage to surrounding tissue, which is a significant improvement over traditional radiation therapy. Since opening, the Institute has treated more than 7,200 patients from Florida, the U.S. and 32 countries. Of the 27 proton therapy centers in the U.S., the UF Health Proton Therapy Institute is one of 11 – and the only one in Jacksonville – to earn the American College of Radiology seal of accreditation representing the highest level of quality and patient safety.

#### Proton Therapy Institute Facts:

- Patients treated: 7,000
- Treatments delivered: 238,000
- More than 20 types of cancer treated
- 98 percent of patients on clinical outcomes studies
- 160 full-time employees
- 98 percent of patients would recommend UF Health Proton Therapy Institute

### Research

#### Preeminent hires

- Recruited faculty researchers from multiple organizations, including Mayo Clinic, Wake Forest, Indiana University, University of California – Irvin
- Recruited new UF College of Medicine – Jacksonville senior associate dean for research, Alex Parker, PhD, from Mayo Clinic Jacksonville

#### NIH funding

- Federal agency funding (FY 2018): \$16,450,690

#### Drug/product development

- Abigail Estelle, MD, DDS, oral and maxillofacial surgery resident; and Laurent Ganry, MD, head and neck oncologic surgery fellow alumni, are developing a new surgical hand tool for use in microvascular surgery
- John Murray, MD, plastic surgery, developing methodology to procure and isolate stem cell subtypes from liposuction fat for treatment of chronic diseases
- John Catanzano, MD, cardiology, helped develop and implanted the first biomedical pouch for defibrillators

### Community Health/Service

UF Health Jacksonville is one of the state’s nine safety-net hospitals, helping serve residents in their primary service area who have little or no health insurance. UF Health is one of Florida’s largest Medicaid and charity care providers. Of UF Health Jacksonville’s patient population, 23.5 percent are Medicaid patients and 14.5 percent are uninsured. The institution is contracted with the city of Jacksonville to provide care for its uninsured population, providing about \$65 million in care to a reimbursement of \$26 million from the city.

UF Health Jacksonville offers a variety of health education and outreach initiatives aimed at improving the quality of life for everyone in the community. Registered nurses, physicians, physician assistants, pharmacists and volunteers provide routine health screenings, education, disease counseling and case management.

Health outreach in Jacksonville includes:

- **Care Van** – A mini health unit on wheels that travels throughout Jacksonville providing health and wellness information. Screenings are available and interactive displays focus on different health issues. Topics include heart disease, cancer, diabetes, asthma, cholesterol, healthy eating, transportation safety and more. The Care Van participates in nearly 100 events each year.
- **Heal Thy People** – A program that brings UF Health providers into 54 community churches to improve health awareness, offering screenings for hypertension, diabetes, cholesterol, cardiovascular disease, cancer, HIV and other health conditions. The program seeks to make health care more accessible to people who use the emergency room for primary care.
- **Northeast Florida Healthy Start/Little Miracles** – Florida’s Healthy Start initiative was created in 1991 by the Florida governor in an effort to reduce Florida’s high infant mortality rate. Florida law mandates that community-based Healthy Start coalitions oversee the maternal and infant health care services in their communities. Offered through the hospital’s obstetrics and gynecology practice and labor and delivery unit, services include prenatal education, childbirth and breastfeeding classes, parenting classes, counseling for drug and domestic abuse, and other services. The Little Miracles Program began at UF Health Jacksonville in 2000 to improve the health of mothers and their babies in Jacksonville and to encourage prenatal care. Enrollees receive such benefits as prenatal education, insurance assistance, access to a 24-hour on-call nurse hotline and direct physician line, enrollment in an incentive-based rewards program with monthly drawings, and citywide baby showers. Upon delivery, participants are given a diaper bag filled with baby care essentials, an infant car seat and other special gifts.

- **Total Care Clinic** – The UF Health Total Care Clinic is an outpatient practice on the UF Health Jacksonville campus that addresses the needs of patients whose care is rendered through the City Contract Program. Patients seen at the Total Care Clinic have a panel of doctors, nurses and other providers dedicated to maintaining and improving their health as well as assisting them with specialty care. On-site case managers coordinate and track care of patients, especially those who have complex or chronic medical conditions. Services include primary care, psychiatry and mental health, pharmacist-assisted medication management and health education for chronic medical conditions such as diabetes, heart disease and malnutrition.

#### Trauma Education

- **Stop the Bleed outreach**
  - Goal is to inform the general public on how to help seriously injured patients before EMS arrives by containing bleeding
  - Demonstrations throughout community and on local television
  - Thirty-seven presentations/demonstrations reached more than 1,000 people in 2017
- **Hands-only CPR**
  - Goal is to teach as many people as possible how to perform CPR just using chest compressions
  - Ongoing project of demonstrations given to emergency providers, government organizations, schools and other segments of community
  - Trained approximately 870 people in 2017 and approximately 740 people so far in 2018
- **Bicycle safety**
  - Goal is prevention of pediatric bicycle injuries
  - Five bike rodeo safety events, approximately 900 children trained in 2017
  - Four helmet-fitting events, more than 400 people reached in 2017
- **WHALE program (We Have a Little Emergency)**
  - Goal is the prevention of motor vehicle injuries through child car seat safety
  - Eleven events focused on car seat safety, more than 4,000 people reached in 2017
- **Distracted and drunk driving prevention**
  - Lectures and appearances on drunk/distracted driving including the use of a distracted driving simulator
  - Five events, reached more than 4,000 people in 2017 and 2018
- **Geriatric fall prevention**
  - Lectures and hands-on classes to inform the geriatric community of ways to avoid fall hazards, including a home safety checklist
  - Five events, reached more than 300 people in 2017
- **Concussion prevention**
  - Lectures and distribution of educational materials and first aid training to high schools
  - Five events, reached more than 1,500 people in 2017
- **Injury prevention presentations (heat stroke awareness, safe walking and safe Halloween)**
  - Lectures and demonstrations at local schools and events
  - Seven events reached approximately 1,000 people in 2017

#### Stroke Education (in 2018 the department/educators have reached 1,750 people so far)

- **Strokebusters support group**
- **EMS Telemedicine project** (using telemedicine in ambulances in Georgia to allow physicians to diagnose patients as they are on the way to UFHJ)
- **On-demand EMS education for stroke and neurology** (using social media sites)
- **Strike-out stroke baseball games in conjunction with the Jacksonville Jumbo Shrimp minor league team**

#### Philanthropy

Philanthropy at UF Health Jacksonville is comprised of major gift solicitation, annual events such as the A Night for Heroes Gala, corporate and foundation grants, and Children's Miracle Network. The UF Health Jacksonville's development office raises funds at the direction of UF Health leadership. Priorities include research, medical education and patient care.

#### Education

University of Florida College of Medicine – Jacksonville

#### Overview

The University of Florida College of Medicine – Jacksonville has 437 faculty — 415 of whom are physicians – among 17 clinical departments.

The college offers 37 ACGME- or CODA-accredited residency and fellowship programs, as well as 11 clinical fellowships. More than 380 resident physicians and fellows train on the UF Health Jacksonville campus and in affiliated outpatient practices, making it the fifth-largest GME program in Florida. For 2018, 40 percent of graduating residents remained in Jacksonville, and 58 percent remained in Florida. Doximity ranks the college's residency programs in emergency medicine and neurosurgery as among most reputable programs in the South.

In addition, the college offers clerkships for third- and fourth-year medical students, as well as physician assistant students, primarily from the university's main campus. UF medical students spend, on average, about 25 percent of their third year in required clerkships in Jacksonville, enhancing the learning experience offered by the university. More than one-third of residents who train on our campus completed at least one rotation here while in medical school.

Campus leaders are looking to host full-time third- and fourth-year medical students in the near future.

## PATIENT STORIES

### Neurosurgeon's procedure honors patient's beliefs

James Ziglar is a pillar of strength for his family, who built his foundation on faith as a Jehovah's Witness. He is a loving husband to his wife, Linda, and a proud father to two daughters, Lisa and Latricia. The 75-year-old is the glue that holds this family together.

A series of falls in 2015 landed James at UF Health Jacksonville with a diagnosis of spinal stenosis, a narrowing between several of the vertebrae in his lower back. His doctor at the time recommended surgery requiring a large incision that can cause significant blood loss, but the Jehovah's Witnesses prohibit blood transfusions.

"Faith is paramount in our household," Latricia said. "For my dad, receiving blood was not an option."

Left with little choice, the family looked into transferring James to another hospital when they heard a knock on the door. It was Dunbar Alcindor, MD, a neurosurgeon at UF Health Jacksonville.

"I heard you need a neurosurgeon," he said.

"When he told us how he could help, it was the answer to our prayers," Linda said.

Alcindor explained he could remove the compression on the spine with a minimally invasive approach. The procedure requires a smaller incision, keeps the back muscles intact and causes little blood loss.

After the surgery and a little physical therapy, James was able to walk again with no problems.

"This shows that medicine and the Bible don't have to clash," Latricia said. "We will always appreciate Dr. Alcindor's respect for our beliefs."

### A new lease on life: UF Health neurosurgeon removed brain tumor from pregnant woman

Hope Ray was five months pregnant when she learned it wasn't her pregnancy or her almost two-year-old daughter, Ellyanna that were causing her debilitating headaches.

Nonstop throbbing and pain had become part of her daily experience. She felt ill all the time.

"I just had this feeling something wasn't right," she said.

Hope, who has been blind in her right eye since birth, started to lose vision in her left eye. The pain was excruciating. She said it felt like somebody was inside her skull, squeezing.

An MRI revealed a grape-sized tumor in the middle of her brain. Four medical centers refused to perform the high-risk procedure before UF Health Jacksonville neurosurgeon Daryoush Tavanaiepour, MD, removed the tumor less than a week after the diagnosis.

Tavanaiepour used neuronavigation technology to operate in one of the deepest areas a neurosurgeon can probe. A slight move in any direction could have affected Hope's memory, caused a stroke or even rendered her brain dead.

"There was no room for error," Tavanaiepour said. "We were fighting for two lives."

A few weeks later, Tavanaiepour, along with UF Health thoracic surgeons, performed a second operation to install a permanent shunt to drain fluid that continues to build up.

"This is one of the most complex surgeries there is. The stakes were high," Tavanaiepour said. "We're doing these kinds of operations all the time at UF Health Jacksonville."

After two successful operations, Hope returned to UF Health Jacksonville again to give birth to her second daughter, Emmylyn.

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