



Launching Operation: COAST: A New Chapter in Mental Health Crisis Response

At a press conference held at the West Palm Beach Police Department in honor of May's Mental Health Awareness Month and Law Enforcement Appreciation Week, we proudly launched Operation: COAST (Crisis Outreach and Support Team), our newest behavioral health partnership with local law enforcement agencies.

What began as a pilot initiative last year, Operation: COAST is our response to a growing need: **helping people in crisis get care, not cuffs.** With this program, we deploy peer responders and licensed therapists to join officers on mental health-related 911 calls. Together, we're de-escalating situations that might have once ended in unnecessary Baker Acts, arrests or hospitalization and instead connecting individuals directly to specialized outpatient psychiatric care at our Community Health Center, Mangonia Park.



A Proven Impact – To Date:

- Fewer than 2% of those transported to our Community Health Center through Operation: COAST needed to be Baker Acted.
- More than 300 individuals have avoided hospitalization or jail through this program.
- More than 80% of transports are completed in under 20 minutes, helping officers return to duty quickly while patients receive the care they need.



Before this program, law enforcement had limited options: take someone to the hospital or to jail. Now, there's a third path — one focused on hope, healing, and long-term support.

We were proud to recognize the first five agencies who joined us in this effort: West Palm Beach Police Department, Palm Beach County Sheriff's Office, Palm Beach Gardens Police Department, Riviera Beach Police Department and North Palm Beach Police Department. These early partners stepped up, and their commitment is already changing lives.

Operation: COAST is just the beginning. This program will work hand in hand with our Crisis Center, which is currently in the initial phases of development, to expand access to immediate, 24/7 specialized mental health care.

We're grateful to all our partners for helping us make this vision a reality.

Trauma Hawk Team Helps Bring Powerful Safety Message to Students

Each spring, our Trauma Hawk flight team joins local schools for impactful safety demonstrations that highlight the real-life consequences of impaired and distracted driving. These community events take place before high school prom events, offering students a powerful, up-close look at how emergency responders, including our Trauma Hawk crew, work to save lives after serious crashes. Teen drivers face some of the highest risks on the road, often due to inexperience, distractions, or impaired driving. By participating in these programs, we aim to support safer choices and greater awareness during a season when high school celebrations are at their peak.



Follow Us on Social Media



Community Health Center News



Meet Our New Community Health Center Providers



Kristen Keys is a board-certified physician assistant, providing primary and psychiatric care to adults at our new Community Health Center, Atlantis.

Andres Quevedo is a board-certified family nurse practitioner treating adults at our Community Health Center, West Palm Beach. He speaks English, Spanish and Portuguese.



Dr. Aishe Robinson is a licensed pediatric psychologist, providing mental health services to children and adolescents at our Community Health Center, Atlantis.

Call **561-642-1000** to make an appointment at one of our community health centers. We're accepting new or established patients for medical, dental, mental health, women's health, and outpatient addiction treatment. We care for all, with or without insurance.

Bringing Vision Into Focus with AI: Diabetic Eye Screenings Now Available

Our community health center teams are now offering Luminetics, the first AI-powered tool used in direct patient care at our health center sites. Luminetics enables on-site vision screenings for diabetic retinopathy, a leading cause of vision loss. This innovative technology allows us to detect the condition during a routine visit — without referring patients out for an initial diagnosis.

This advancement marks a major step forward in accessible, preventive care for patients living with diabetes. By using artificial intelligence for early detection, we're helping protect our patients' sight and improve long-term outcomes. Luminetics screenings are now available at our community health centers in **Atlantis, Belle Glade, Delray Beach and West Palm Beach.**



Expanding Access to Care at Our Community Health Centers

Community Health Center, Mangonia Park: Now Open Daily 7 a.m. – 7 p.m.

To better serve our patients and our Operation: COAST initiative, we've extended the hours at our Community Health Center, Mangonia Park. The center is now open every day from 7 a.m. to 7 p.m., including holidays. Our team of experienced psychiatrists and mental health counselors provides comprehensive psychiatric care for adults and children. We treat a wide range of conditions, including depression, anxiety, PTSD, bipolar disorder, substance use disorder and more.

Community Health Center, Atlantis Now Open

We're excited to announce the opening of our brand-new Community Health Center located at **4801 S. Congress Ave., Suite 101 in Lake Worth**. Since opening in February, the center has already cared for more than 17,000 patients and filled more than 23,000 prescriptions, providing vital access to care for families across the region.

This state-of-the-art facility offers a wide range of services, including: primary care for adults and children, dental care for children, mental health services for adults and children, women's health and an on-site pharmacy

As part of our continued commitment to expanding care, we've launched a new program at Atlantis designed to support maternal and infant health. **Centering for Women's Health** is an innovative group care model delivered in partnership with the organization **Healthy Mothers, Healthy Babies**.

This program provides personalized support for expectant mothers, including:

- Condition management for issues like high blood pressure, asthma, and gestational diabetes
- Routine check-ups to help reduce the risk of preterm labor
- Mental health support through peer connection and shared experiences
- Postpartum care for recovery, emotional well-being, and breastfeeding support

By bringing women together in a supportive group setting, this model helps improve outcomes for both mom and baby. More services are coming soon — follow us on social media for the latest updates and stay tuned for details on our official ribbon cutting later this fall. To schedule an appointment at Atlantis, Mangonia Park, or any of our community health centers across Palm Beach County, **call 561-642-1000.**



Starstruck: Our Team Receives Radiant Reviews

From exceptional service to heartfelt care, our team members are the reason behind the glowing stars and enthusiastic comments on Google.

Here's a glimpse of the recent patient reviews at our community health centers throughout Palm Beach County.

★★★★★

"I had a wonderful and efficient experience when going to see Dr. Noukelak. A big thank you to Erica, Roxelle, and Kim for preemptively asking me if I understood what was going on and reminding me that asking about my health is not a burden. Thank you again, everyone!"

★★★★★

"I would like to give a special thank you to Patty and Dr. Bowen. Patty gave me the best teaching of dental hygiene care I have ever experienced. Dr. Bowen made me feel more comfortable with voicing my concerns of my dental care. What a great team! I can't wait and look forward to the next visit. So much for being scared of the dentist! Not anymore. Thank you, ladies, very much."

★★★★★

"I came to The Health Care District of Palm Beach County in March of 2024. They truly helped me when I had nowhere to turn. I had just moved to the area, had no Dr., and I was going through a major transition in my life. They helped me immediately the same day. I had access to medical, dental, and mental health services from the start. I can honestly say they're the reason I have had a successful year. If you're thinking about getting help, this is the place, trust me!"

★★★★★

"Excellent care and warm treatment from the very beginning. The staff was kind, professional, and truly took the time to listen. I felt I was in good hands. I'm truly grateful for the service they provide to the community. Highly recommended!"

★★★★★

"Best care I've ever received! Dr. Tussey made sure all my concerns were addressed, and she went above and beyond to make sure I was well taken care of. Her team made every visit pleasant and seamless!"

First Impressions Gallery Presents: The Photography of Ashlie Arones

Our 1,500+ team members are not only dedicated health professionals, many of them are also incredibly talented artists. We're proud to showcase their creativity through rotating art displays at our home office, skilled nursing center, and hospital. Our latest gallery installation features the photography of Ashlie Arones, Trauma Agency Specialist. Captured at outdoor locations across Palm Beach County, Ashlie's portraits aim to reflect each model's most authentic self, helping the women recognize their beauty and feel a sense of liberation.

Scan the QR code to view her work and read her inspiring story.



Our Chief Human Resources Officer Recognized for Excellence

Please join us in congratulating Geoff Washburn, our VP and Chief Human Resources Officer, for being named one of the Top 50 Human Resources Professionals by the prestigious OnCon Awards! This peer-voted national honor recognizes senior HR leaders for their organizational impact, innovation, thought leadership, and exceptional leadership throughout their careers. Geoff's dedication to fostering a supportive, inclusive, and high-performing workplace culture has made a lasting impact across our healthcare system.



Prioritizing Mental Health: We've Earned the 2025 Bell Seal

We're honored to share that we've been named a 2025 Bell Seal for Workplace Mental Health awardee by Mental Health America. This national recognition reflects our ongoing commitment to fostering a supportive and inclusive work environment — one where mental health is prioritized and team members feel seen, heard, and valued. From our frontline staff to our leadership teams, we're dedicated to creating a culture of care that extends not only to our patients, but also to each other.

Only two in five employers nationwide meet the standards for Bell Seal certification, and we're proud to be among them.



Spotlight on the Glades



Lakeside Medical Center Welcomes Public to Community Town Hall

Nearly 200 Glades-area residents, community leaders, and elected officials joined us on April 28 at the Dolly Hand Cultural Arts Center for a Community Town Hall about the future of care in the Glades region. The event focused on the new partnership between Lakeside Medical Center and Tampa General Hospital, two organizations committed to strengthening services and keeping care local. Our President and CEO Darcy Davis and Tampa General Hospital President and CEO John Couris led an engaging discussion and answered questions from the audience. The event was moderated by the Glades' own and

Health Care District Board member, Tammy Jackson-Moore. Thank you to everyone who attended and showed your support! If you couldn't join us, catch the highlights in our video recap:



Scan the QR code to watch the video.

Lakeside Leadership Team Inspires Future Healthcare Professionals

In April, leaders from Lakeside Medical Center took part in the Glades Region "Claim Your Future Showcase," visiting students at Pahokee Middle-Senior and Glades Central high schools to highlight the many career opportunities available in health care. From clinical roles in nursing, radiology, and medicine to non-clinical paths in IT, human resources, security, and beyond, our hospital team shared their own career journeys and the vital impact each role has in delivering care. The students had the chance to ask questions, explore potential career paths, and learn how they can one day serve their own communities through meaningful work in health care. We're proud to play a role in inspiring students to take their first step toward a rewarding healthcare career!



Introducing Ron Doncaster, New Vice President & Administrator of Lakeside Medical Center



We're pleased to welcome **Ron Doncaster** as the **Vice President and Administrator of Lakeside Medical Center**. With several decades of healthcare leadership, including roles at Mass General Brigham and most recently Interim COO at Tampa General Hospital (TGH), Ron brings extensive experience to our growing partnership between Lakeside and TGH.

In his new role, Ron supports the integration of enhanced services, and helps strengthen our position as a trusted provider for the Glades community. We look forward to his leadership

as we continue advancing access, quality, and compassionate care at Lakeside.

"Lakeside doesn't just serve patients, we serve neighbors, friends and family. Preserving that identity as we enhance and elevate specialized care at Lakeside isn't just important, it's our mission."

~ Ron Doncaster

Welcome Additional New Leaders to Lakeside Medical Center

We're also excited to announce several other key hospital leadership appointments:



Alyssa Tarter has been named **Associate Vice President of Nursing**. A Clewiston native, Alyssa brings 14 years of experience in nursing, risk management, and compliance. She most recently served as Director of Corporate Quality for the Health Care District and previously led the Lakeside nursing team as Director of Nursing. We're thrilled to welcome her back to the hospital in this critical leadership role.



Jacqueline "Jackie" Drahos joins as **Director of Quality**. She holds a Doctorate of Nursing Practice and has led multidisciplinary teams in critical care and hospital-wide performance improvement initiatives.



Bonnette Webb joins as **Quality Manager**, bringing 35 years of nursing experience, with a strong focus on patient safety, clinical education, and mentoring future nursing leaders.

Together, these new leaders will help guide Lakeside Medical Center as we continue to deliver high-quality, patient-centered care in the Glades. Please join us in welcoming

Alyssa, Jackie, and Bonnette to their new roles.

Celebrating the 13th Graduating Class of Lakeside Family Medicine Residents

Hats off to the graduates of our 13th class of Lakeside Family Medicine Program residents! After three years of intensive training at our teaching hospital in Belle Glade and the adjoining community health center, we proudly congratulate: **Dr. Sherene Falconer, Dr. Ryan Katwaroo, Dr. Sabari Nair, Dr. Sagar Saoji, and Dr. Deena Werde**. These dedicated physicians are now ready to embark on their medical careers, bringing with them the experience, compassion, and commitment to care that have defined their time with us. We celebrated this milestone with a graduation ceremony on June 26 at the Wanderers Club in Wellington, where we also welcomed the next class of five residents during a special coating ceremony. We applaud our graduates for the meaningful impact they've made in the Glades and thank them for the compassionate care they've provided our patients throughout their residency. The future of family medicine is in good hands



Strengthening Trauma Response in the Glades

Lakeside Medical Center recently hosted a Rural Trauma Team Development Course to help strengthen the region's emergency response capabilities. Led by trauma surgeons Dr. Geoffrey Douglas and Dr. Jacques Mather from our partners at Tampa General Hospital, the training brought together nearly 40 participants, including physicians, nurses, ER personnel, EMS professionals from our ground transportation team, and members of our trauma agency team. The nationally recognized course, developed by the American College of Surgeons, is designed to equip rural hospitals, like ours, with the tools and training to deliver faster, more effective trauma care. Through scenario-based learning and team coordination exercises, participants gained valuable skills to enhance their ability to respond to trauma cases as a unified team.



Running, Volunteering, Connecting: Lakeside Team Shines at Black Gold Jubilee

Our Lakeside Medical Center team members proudly participated in the annual Black Gold Jubilee in Belle Glade, a celebration of community, tradition, and the region's rich agricultural roots. Many team members laced up for the 5K race, while others volunteered their time to support the day's events, helping to ensure everything ran smoothly. It was a meaningful opportunity for our team to connect with the Glades community we serve and showcase our ongoing commitment to promoting health, wellness, and local engagement.



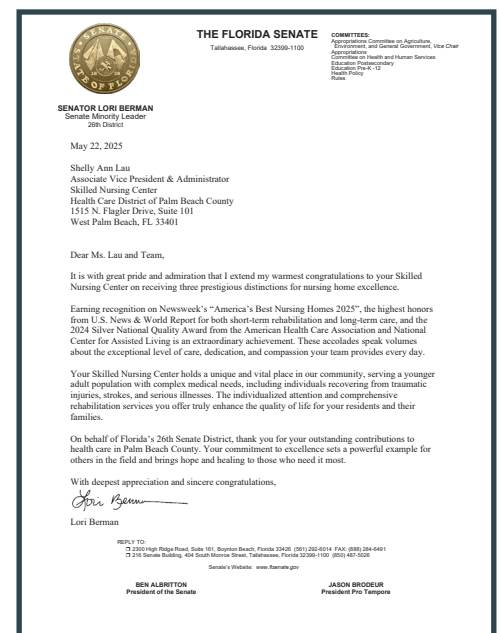
Darcy Davis, CEO, Named 2025 Power Leader 250

Congratulations to our President and CEO, Darcy J. Davis, who has been named a 2025 Power Leader 250 by the South Florida Business Journal for the sixth consecutive year! The Power Leaders 250 highlights top executives across the tri-county region, who are driving growth, innovation, and economic impact across a range of industries. This recognition reflects Darcy's outstanding leadership and unwavering commitment to advancing healthcare access and excellence throughout our community.



Florida Senator Lori Berman Applauds Our Skilled Nursing Center

Florida Senator Lori Berman recently recognized our award-winning Skilled Nursing Center for its "Best Nursing Home" and Silver Quality Award honors. In her letter, Senator Berman praised the team's exceptional commitment to patient care and our center's role as a model for high-quality long-term care in Florida.



Round of Applause: DAISY and C.A.R.E Awards

Meet Our DAISY Award® Winners

Congratulations to our latest round of DAISY Award-winning nurses!



Twaina Inman, Lakeside Medical Center

Twaina, a registered nurse (RN) at our rural teaching hospital in the Glades, was recognized by one of her colleagues for going the extra mile for twin pediatric patients, making sure they received the care they needed to get better, but also helping the family connect with financial resources to provide long-term support.



Erin Lehmkuhl, School Health

Deon was nominated by the parent of a special needs patient for her compassionate care, respect, and dedication to making the patient feel comfortable.

Had a great experience with one of our nurses or support team members?

Show your appreciation by scanning the QR codes below to nominate them for a DAISY Award (for nurses) or a Hummingbird Award (for patient care support team members).



C.A.R.E. Award

Celebrating And Recognizing our Employees

Congratulations to the 2025 second quarter C.A.R.E. Awards winners! The C.A.R.E. Awards is an internal award program recognizing employees who consistently go above and beyond in embodying our organizational core values and contributing to our vibrant culture. These three professionals were recognized by colleagues for their dedication, excellence and impactful contributions in their roles.



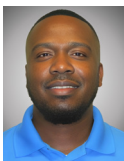
Excellence in Clinical Support

Chelsea Tucker
Physician Assistant



Excellence in Business Support

Karen Hockensmith
Marketing Specialist



Excellence in Leadership

Lawrence Person
Manager, Patient Financial Services

Corporate Communications Team Earns National Recognition

We're proud to announce that our Corporate Communications team received three national honors in the 2025 Aster Awards, a prestigious competition that recognizes excellence in healthcare marketing and communications.



The team earned two gold and one silver award for their creative work on campaigns that raised awareness about our mental health and fall prevention programs.



These distinctions place our team's work among the most elite in the country. Only the top 16% of submissions received an award, with gold winners ranking in the top 5% and silver in the top 12%.

Please join us in congratulating the Communications team for their creativity, hard work and commitment to sharing the stories and services that make a difference in the lives of our patients and the communities we serve.

Join Our Mission of Caring for All!

Thank you to everyone who attended our career fair on July 8 and explored the many opportunities available across our healthcare system.

Whether you're an experienced professional or just starting out, we're hiring clinical and non-clinical professionals across Palm Beach County. Opportunities include positions for RNs, LPNs, CNAs, APRNs, Medical Assistants, Patient Access Representatives, Mental Health Professionals (RCSW, LCSW, LMHC, Psychologist), leadership and clerical positions and more.

Looking for a rewarding career or know someone who would be a great fit? Visit hcdpb.org/careers or scan the QR code to explore open positions and apply today.

Come grow with us!

