HEALTHCARE SYSTEMS OF AMERICA
NEWS RELEASE | FOR IMMEDIATE RELEASE

Healthcare Systems of America Continues Strong Operations at All Eight Hospitals Through System-Wide EMR Conversion as Patient Volumes Grow

October discharges up 5.9%, cardiac catheterization cases up 9.0%, and emergency visits up 3.9%; HSA shifts focus to accelerating collections

Fort Lauderdale, Fla. – November 18, 2026 – Healthcare Systems of America ("HSA") today reported continued growth in patient activity across its eight hospitals in Florida, Louisiana and Texas, following the simultaneous conversion of every HSA hospital to a new electronic medical record (EMR) system. Throughout the transition, all eight hospitals remained open and patient access was preserved.

Converting an entire hospital system to a new EMR at once is among the most demanding transitions in health care. The process temporarily disrupted billing and collections across all eight facilities, a challenge that is widely documented across the industry after major EMR conversions. HSA's clinical teams kept care uninterrupted while that work continued, and the system has engaged Ovation Healthcare to strengthen operations, billing and collections.

"Our teams delivered where it mattered most during the transition: all eight hospitals stayed open and continued serving patients," said **Faisal Gill, Chief Executive Officer of Healthcare Systems of America**. "Our financial priority now is equally clear. We will measure our progress in dollars collected and how quickly we collect them."

HSA's Cash Collections Significantly Increases

HSA has recorded consistent month-over-month growth in cash collections since August 2026, averaging more than 10% growth per month. As of November 18, 2026, HSA's average daily cash collections have increased 36% compared with August 2026.

Demand for HSA Hospitals Continues to Grow

Patient volumes rose across key service lines from September to October 2026, combined across all eight hospitals:

Metric	September 2026	October 2026	Change
Gross patient service revenue*	$635.8M	$678.3M	+6.7%
Hospital discharges	3,805	4,031	+5.9%
Inpatient surgical cases	610	644	+5.6%
Cardiac catheterization cases	445	485	+9.0%
Emergency department visits	16,419	17,054	+3.9%

**Gross patient service revenue is billed revenue, not cash collected or profit.*

HSA hospitals averaged approximately 550 emergency department visits per day in October and recorded 5,568 EMS arrivals. Preliminary November activity through November 16 includes 9,242 emergency visits, 777 surgeries, 3,140 EMS arrivals and 2,135 discharges.

HSA continued to build momentum in November. Daily averages through the first half of the month were up on October across its eight hospitals. Emergency services led the growth. EMS arrivals rose 9.1% to 196 per day, and EMS admissions jumped 14.9% to 77 per day. Total emergency department visits increased 5.0% to 578 per day, and admissions from the ED grew 7.4% to 121 per day. Inpatient activity strengthened as well. Med/surg admissions rose 6.7% to 126 per day, and average daily census climbed 4.4% to 670 patients. Daily discharges were up 2.6%. Obstetrics also had a strong showing: deliveries rose 5.7% and newborn discharges increased 11.7%. Inpatient cardiac catheterization cases rose 6.3%, outpatient surgical cases 1.8% and endoscopy cases 1.7%. Higher volumes lifted average daily gross revenue 1.6% to $22.2 million, led by a 4.8% increase in inpatient gross revenue to $14.6 million per day.

Investing in Care, Physicians and Facilities

HSA continues to expand clinical services and reinvest in its hospitals. Recent developments include:

- **Cardiac care:** North Shore Medical Center's STEMI program has treated 29 STEMI cases and performed 177 cardiac catheterization procedures since launch, with a best door-to-balloon time of 21 minutes. St. Joseph Medical Center added a new interventional cardiologist.
- **Physician growth:** Coral Gables Hospital added 15 physicians across specialties including orthopedic, vascular and rehabilitation medicine. St. Joseph Medical Center has added 45 physicians in 2026, following 95 in 2025.
- **New services:** Glenwood Regional Medical Center performed what it reports as the region's first endoscopic spine surgery. Hialeah Hospital welcomed bariatric surgeon Dr. Ernesto Torres and reopened its wound care clinic and hyperbaric chambers.
- **Graduate medical education:** St. Joseph Medical Center's Internal Medicine Residency Program was approved for fiscal year 2026, and Hialeah Hospital has submitted its own residency application.
- **Facility upgrades:** Projects completed, underway or planned across the system include roof replacements, elevator repair and modernization, emergency department refurbishments, new imaging and diagnostic equipment, and relocated rehabilitation and imaging services.

Recognized for Quality and Safety

- Coral Gables Hospital received the Healthgrades Patient Safety Excellence Award in 2024, 2025 and 2026.
- Florida Medical Center reached a three-year-high peak inpatient census of 127, cut emergency door-to-admission times by roughly half, and its nursing units achieved 180 consecutive days without a patient fall.

- Glenwood Regional Medical Center is an American College of Cardiology Accredited Chest Pain Center.
- Hialeah Hospital, celebrating 75 years of service to its community in 2026, reports a Leapfrog Hospital Safety Grade “A.”

About Healthcare Systems of America

Healthcare Systems of America operates eight hospitals: Coral Gables Hospital, Florida Medical Center, Hialeah Hospital, North Shore Medical Center and Palmetto General Hospital in Florida; Glenwood Regional Medical Center in Louisiana; and Medical Center of Southeast Texas and St. Joseph Medical Center in Texas. Together, HSA hospitals serve tens of thousands of patients each month through emergency, surgical, cardiac, maternity and specialty care.

Projected figures, where included, are estimates and do not reflect actual numbers.

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HSA Hospitals | Operations & Growth

Operating activity and hospital developments • November 18, 2026

A Message from CEO Faisal Gill

HSA converted all 8 hospitals to a new electronic medical record system at the same time. We kept every hospital operating and preserved patient access throughout the transition.

Our teams sustained care while billing and collections were disrupted across all eight hospitals at once.

The financial stakes of an EMR conversion are well documented. Many hospitals across the country, which HSA does not own, have faced significant financial struggles during an EMR transition. For instance, at West Suburban Medical Center, management reported collecting roughly 10 cents on every dollar owed after its 2025 conversion. The hospital suspended patient care in March 2026. Also, at Mercy Iowa City, accounts receivable rose more than 40% following its March 2022 go-live. And at Jupiter Health, operating cash flow margin fell from 7.4% to 1.5% year over year following its Epic conversion, even as inpatient admissions rose 6.7%.

While we felt the same significant struggle from the EMR conversion, we are seeing swift and upward progress. We continue to grow our volumes, expand patient care, and increase our collections. Because of our increase in collections, we were able to pay MPT rent for September and October and are now current on rent. The future for our system only shows even more growth ahead.

Our teams delivered where it mattered most during the transition: all eight hospitals stayed open and continued serving patients. Our financial priority now is equally clear. We will measure our progress in dollars collected and how quickly we collect them.

Faisal Gill
Chief Executive Officer, Healthcare Systems of America

Key Highlights Across HSA

1. Patient Volume Across Eight Hospitals

- 17,054 emergency department visits in October 2026—approximately 550 visits every day across HSA, or an average of 69 per hospital per day.
- 4,031 hospital discharges in October, up 5.9% from September; emergency department visits rose 3.9% over the same period.

2. Hospital Investments & Facility Improvements

- Continued upgrades to patient care spaces, medical equipment, imaging services and hospital infrastructure across the system.
- Completed, underway and planned projects include rehabilitation facilities, elevators, roofs and emergency department improvements.

3. Expanding Clinical Services

- 485 cardiac catheterization procedures in October, up 9.0% from September, and 644 inpatient surgical cases, up 5.6%.
- New physicians and expanded specialty services, including cardiac care, surgical services and advanced diagnostic technology.

4. Significant Cash Collection Increase

- Consistent month-over-month growth in cash collections since August 2026, averaging more than 10% growth per month.
- HSA's average daily cash collections have increased 36% compared with August 2026.

HSA-Wide Operating Volumes

Completed-month comparison: September and October 2026, combined across all eight hospitals.

Metric	September 2026	October 2026	Change
Gross patient service revenue	$635.8M	$678.3M	+6.7%
Hospital discharges	3,805	4,031	+5.9%
Inpatient surgical cases	610	644	+5.6%
Cardiac catheterization lab cases	445	485	+9.0%
Emergency department visits	16,419	17,054	+3.9%

Gross patient service revenue is billed revenue, not cash collected or profit.

Additional October Activity

Measure	October 2026 total
Observation cases	1,011
Emergency department visits	17,054
EMS arrivals	5,568

November 2026 | Month-to-Date Activity

Actual activity reported through November 16, 2026. Figures are preliminary.

ED visits	Surgeries	EMS arrivals	Discharges
9,242	777	3,140	2,135

Operating Activity by Hospital

November 1–16, 2026, month-to-date actual counts. Hospital-level growth percentages are not included in this table.

Hospital	ED visits	Surgeries	EMS arrivals	Discharges
Coral Gables Hospital	779	85	178	105
Florida Medical Center	1,288	68	591	333
Glenwood Regional Medical Center	1,279	47	280	155
Hialeah Hospital	1,239	163	328	301
Medical Center of Southeast Texas	978	58	300	114
North Shore Medical Center	1,060	25	362	228
Palmetto General Hospital	1,472	262	510	628

St. Joseph Medical Center	1,147	69	591	271
HSA TOTAL	9,242	777	3,140	2,135

Hospital Developments

Selected reported clinical, operational, staffing and facility developments. Planned work is distinguished from completed work.

Coral Gables Hospital

Patient Care & Recognition

- Healthgrades Patient Safety Excellence Award in 2024, 2025 and 2026.
- October 2026 emergency department visits totaled 1,435, up 12.4% from September.
- Leon Medical Centers admissions reached 46 in October, more than twice the October 2025 count.

Physicians & Partnerships

- Reported addition of 15 physicians across rehabilitation, orthopedic surgery, podiatry, radiology, vascular surgery and other specialties.
- Renewed Coral Gables Chamber of Commerce membership; continuing collaboration with Leon Medical Centers.

Facilities & Services

- Expanded GI and urology on-call coverage.
- Leapfrog Hospital Safety Grade "A" received.

Florida Medical Center

Patient Activity & Quality

- Reported three-year-high peak inpatient census of 127, compared with 45 in the cited prior-year period.
- Reported approximately 50% shorter emergency department door-to-admission times.
- Nursing units achieved 180 consecutive days without a patient fall.

Clinical & Operational Improvements

- Strengthening stroke and neuroscience programs toward a longer-term Comprehensive Stroke Center designation goal.
- Improving cardiovascular and procedural coordination.
- Length of stay trending toward 3.5 days.

Glenwood Regional Medical Center

Patient Activity & Growth — October 2026

- 1,671 total census — up 5% from September 2026.
- 2,355 emergency department visits — up 2% from September 2026 and 6% from October 2025.
- 305 emergency department inpatient admissions.
- 96 surgeries performed.
- 2,050 outpatient emergency department visits — up 9% from October 2025.

New & Expanded Services

- Relocating outpatient imaging to modern, patient-friendly facilities.
- Endoscopic spine surgery performed at Glenwood, reported as the first in the region.

Facility Improvements

- Roof repair and replacement nearly complete, addressing hurricane and tornado damage.
- Six previously nonoperational elevators repaired, with continued elevator modernization planned.
- Planned replacement of out-of-service boilers and chillers.
- Restoration of the flood-damaged sleep lab.

Awards & Recognition

- American College of Cardiology Accredited Chest Pain Center.

Hialeah Hospital

Patient Activity & Milestones

- October 2026: 2,404 emergency department visits, 599 reported inpatient admissions and 298 surgeries.
- Celebrating 75 years serving the Hialeah community in 2026.

Physicians & Services

- Welcomed bariatric surgeon Dr. Ernesto Torres.
- Reopened outpatient wound care clinic and hyperbaric chambers; submitted Internal Medicine Residency Program application.

Equipment & Facilities

- New stereotactic biopsy machine; parking garage improvements, ED refurbishment and five new elevators planned.
- Leapfrog Hospital Safety Grade “A” received.

Medical Center of Southeast Texas

October Operating Highlights

- Emergency department visits reached 1,735 in October 2026, compared with 1,670 in September (+3.9%).
- Hospital discharges increased from 178 in September to 199 in October (+11.8%).
- Gross patient service revenue increased from approximately $31.0 million to $34.9 million (+12.5%).

November Patient Activity

- Through November 16: 978 emergency department visits, 58 surgeries, 300 EMS arrivals and 114 discharges.

North Shore Medical Center

STEMI & Cardiac Care

- Reported 29 STEMI cases and 177 cardiac catheterization procedures since program launch; reported best door-to-balloon time of 21 minutes.
- Dr. Sameer Mehta appointed STEMI Program Director, who is already completing record breaking patient care; reported 9% year-over-year EMS growth.

Technology & Facility Improvements

- Bone-density and body-composition scanning; upgraded 3D mammography equipment.
- New boiler and hospice-room improvements; roof, elevator, cooling-system and pneumatic tube projects planned.

Palmetto General Hospital

Patient Care

- 58 cardiothoracic procedures performed and more than 100 babies delivered, year-to-date 2026.

Services & Technology

- Outpatient rehabilitation relocated to a renovated area near patient parking; hyperbaric chamber services reported.
- New GI scopes and video monitoring; upgraded Alaris IV pumps.

Facility Improvements

- Roof and lobby entrance canopy replacement planned to begin January 2027, alongside exterior painting; main elevator modernization planned.

St. Joseph Medical Center

Medical Services & Patient Access

- Hired a new interventional cardiologist.
- Entered an employer-focused partnership to provide elective surgical services for employees of high-end companies.
- Hospital reported 150 more emergency visits and 75 more EMS runs over the prior year.

Physicians & Education

- Reported 95 physicians added in 2025 and 45 more in 2026.
- Internal Medicine Residency Program approved for fiscal year 2026.