

Rooted In Compassion

An Interview with Bo Boulenger, President and Chief Executive Officer, Baptist Health South Florida

EDITORS' NOTE Bo Boulenger is President and Chief Executive Officer of Baptist Health South Florida, which is among the nation's largest and most respected not-for-profit healthcare systems with a workforce of more than 30,000 employees and 4,500 affiliated physicians. In its Best Hospital Rankings, U.S. News & World Report has consistently recognized Baptist Health among the top healthcare organizations nationwide. It is also rated among the 100 Best Companies to Work For in America by Fortune magazine and has some of the highest employee and physician engagement in the nation. Boulenger is responsible for the strategic direction of the health system, which includes 12 hospitals and more than 200 outpatient facilities and physician practices spanning four counties, as well as Herbert Wertheim Cancer Institute, Miami Cardiac & Vascular Institute, Baptist Health Orthopedic Care, Miami Neuroscience Institute, Lynn Cancer Institute, Marcus Neuroscience Institute and Lynn Heart & Vascular Institute. An active and engaged leader in the healthcare industry and the South Florida community, Boulenger serves on a variety of boards and organizations including the Florida Council of 100, Partnership for Miami and the FIFA 2026 Miami Host Committee's Board of Directors. He is Chair of the American Hospital Association Health Systems Committee. He has served as chair of the Florida Hospital Association's Board of Trustees.



Bo Boulenger

Will you discuss your career journey?

I've been fortunate to spend my career at Baptist Health South Florida, serving in a variety of roles over the past 40 years. That experience has given me a deep understanding of our organization, and the people and purpose that define who we are.

Throughout my career, I've learned that leadership is about serving others and creating an environment where great people can do their best work. I'm proud to work

alongside an exceptionally talented and dedicated group of physicians, nurses, caregivers and support teams who are united by a shared commitment to providing high-quality care and improving the health and well-being of the communities we serve.

How do you describe Baptist Health's culture and values?

The culture at Baptist Health is rooted in compassion, excellence and an unwavering commitment to putting our patients first.

Everything we do is guided by our not-for-profit mission to enhance the well-being of our community, but what truly sets Baptist Health apart is our people. We foster a collaborative environment where innovation and continuous improvement are encouraged, while never losing sight of the unique human connection and purpose that define our standard of care.

What have been the keys to Baptist Health's industry leadership?

At Baptist Health, we've consistently invested in the community's needs by expanding access to care, recruiting exceptional physicians and caregivers, embracing innovation and building and maintaining strategic partnerships that elevate the care we provide. By having a disciplined, mission-driven approach to everything we do, we continue to earn an industry-leading position that we're proud of.

Just as importantly, we've built a culture centered on quality, compassion and trust. While technology and facilities are essential, it's our people and their commitment to our patients that continue to define Baptist Health's success.

ORGANIZATION BRIEF Baptist Health South Florida (baptisthealth.net) is the largest healthcare organization in the region with 12 hospitals, more than 30,000 employees, 4,500 physicians and 200 outpatient centers, urgent care facilities and physician practices spanning across Florida's Miami-Dade, Monroe, Broward, and Palm Beach counties. Baptist Health has internationally renowned institutes specializing in cancer care, brain and spine care, heart and vascular care, and orthopedic care. In addition, it includes Baptist Health Medical Group; Baptist Health Quality Network; and the Baptist Health PineApp, a virtual health platform. Baptist Health South Florida is an academic and clinical affiliate of Florida International University.



Baptist Health's flagship campus is home to Baptist Hospital, Herbert Wertheim Cancer Institute, Miami Cardiac & Vascular Institute, and the future Kenneth C. Griffin Center at Miami Neuroscience Institute



Rendering of Baptist Health Sunrise Hospital, expected to open in 2029 - the health system's first all-electric hospital

How is AI impacting the way Baptist Health operates?

Artificial Intelligence is creating exciting opportunities to improve healthcare and enhance the work of our clinicians and teams. AI has tremendous potential to help streamline operations, reduce administrative burden, and support clinical decision-making. As we adopt these new technologies, we're doing so thoughtfully, ensuring they strengthen patient care while preserving human expertise and connection.

What do you see as the biggest challenges facing leading health systems and hospitals as you look to the future?

One of the biggest challenges is ensuring access to care keeps pace with South Florida's dynamic growth. Patients deserve timely access to physicians, coordinated follow-up and the ability to receive the right care in the right setting, all while remaining close to home. Meeting that need requires continued investment in physicians and caregivers, facilities, ambulatory care services, and technology.

There's also an opportunity for unique partnerships and collaborations to respond to the growing needs and expectations of consumers. Our responsibility is to build upon a streamlined healthcare system that makes care more accessible, convenient and seamless for every patient in our community.

What is your vision for the evolving role of the hospital as health systems grow their ambulatory care and outpatient facilities?

Hospitals will always be essential for acute and complex care, but the future of healthcare extends well beyond the traditional hospital walls. For more than 25 years, we've had an extensive outpatient network, and our goal is to help people stay healthy and receive care in the setting that's most appropriate for their needs – whether that's an ambulatory center,

through telehealth via the Baptist Health Pine-App, or at a physician's office. Success is measured by how effectively we help our patients get well and remain healthy while ensuring exceptional hospital-based care is available when they need it.

What do you tell young people about the types of careers the medical profession offers?

Healthcare offers extraordinary opportunities far beyond traditional clinical roles. Whether your interests are in direct patient care, research, technology, finance, facilities, patient experience, operations or administration, there are countless ways to make a meaningful impact. Every role contributes to improving lives. I encourage young people to stay curious, embrace lifelong learning and recognize that the industry offers the unique opportunity to combine innovation with purpose.

Developing the next generation of healthcare professionals is equally important. Through our academic affiliation with the Florida International University Herbert Wertheim College of Medicine and our graduate medical education partnership with Florida Atlantic University's Charles E. Schmidt College of Medicine, we're helping educate and train future physicians while introducing students to the many rewarding careers available across healthcare.

When you look to the future of healthcare, what excites you the most?

What excites me most is the opportunity to deliver more personalized, connected and proactive care. Advances in areas like precision medicine, cell and gene therapy, artificial intelligence and digital health are transforming how we prevent, diagnose and treat disease.

While technology will continue to reshape healthcare, compassion will always remain at its core. The future lies in combining innovation with the human touch to deliver even better care and improve the lives of the patients and communities we serve. ●



Baptist Health Orthopedic Complex adjacent to the Miami Dolphins training facility in Miami Gardens, Florida