Welcome to Health First
We are Health First

Presentation Topics:
- Health First Mission, Vision and Values
- Health First System Commitments
We are Health First

Health First Mission

Our team positively changing the well-being and health of you and your family through excellent and compassionate health care.
We are Health First

Health First Vision

Skilled and dedicated people delivering high quality, patient-centered health care that improves lives and communities.

Every person. Every time.
We are Health First

Health First Values
- Integrity
- Compassion
- Accountability
- Respect
- Excellence
Health First Values

- **Integrity** – Walking the walk; talking the talk. Doing the right thing when no one is watching. Honesty. Ethical.

- **Compassion** – We provide care, but we also need to be caring. Compassion means treating someone with kindness and consideration. It’s important to respect differences, avoid biases and prejudices; treat everyone the way they want to be treated. Think of our customers. Many are “snow birds” that come to Florida during the winter months. Their support networks are most likely back home. We also have a large active military population as well as a large veteran population. Compassion may be particularly important for the soldier or veteran that has endured traumatic events and is fearful or uncomfortable to access health care due to perceived stigma.
Health First Values

- **Accountability** - We must take ownership for our actions, behaviors, and choices. At Health First, we embrace the Just Culture Model and we will be discussing that later.

- **Respect** – Think of that last customer service experience you had when you were the customer. Did you feel the person who assisted you was attentive to your needs, listened and treated you as a valued customer? Everyone who comes to Health First is going to have an experience. Will it be a good one or will it not? Respectful interaction is key. Remember, all your customers deserve to be treated with respect even your work colleague deserves respect.

- **Excellence** – Do you want to go to a mediocre doctor or utilize the services of a mediocre healthcare system? Is a one or two-star rating good enough for you? Probably not, we all want the best care and best service for ourselves and our loved ones. People have choices, and unless we are excellent, we won’t be the chosen provider. Think about what you can do to demonstrate excellence in your specific role.
One Health First

Health First Priorities

- Quality/Do No Harm
- Customer Experience
- Stewardship
Health First Priorities

At Health First we have three priorities that guide the way we provide care and do business:

1. The first priority is always to **Do No Harm** which we can accomplish by providing the highest quality of care. We want our patients and customers to always feel safe and know that they can place their loved ones in our care with confidence. Each of us who has had the experience of having a child, spouse, parent, or other loved one in need of medical care knows how important this is. When it is our loved one being cared for we want no mistakes and the best of care and that is what all of our customers want and expect as well.
2. Our second priority is **Customer Experience**. We want each experience to be a positive, memorable experience. Today, in the health care environment our reimbursement is tied to how customers rate their experience. That reimbursement influences our ability to continue to provide care in Brevard county. Each customer’s experience will also impact whether or not they recommend our services to family, friends and neighbors. We want everyone who comes to a Health First facility to leave satisfied that they have been treated well and with compassion.

3. Our third priority is **Stewardship** and in today’s changing health care climate this is extremely important. We must carefully look at how we use the resources we have available to us and how we can improve our ability to be more efficient and less wasteful. Each of the speakers you hear this morning will speak on topics that directly or indirectly help us to honor these priorities.