Near-Drowning Proves
CPR Knowledge is Power

Health First Nurse Springs into Action While Off Duty, Rescuing Little Girl – and Serving as a Reminder that Skill Can Save Lives

It’s one of those things that’s good for everyone to know – even though it’s something we hope we’ll never have to use.

With Florida leading the nation in the number of drowning deaths of children ages 1 to 4, cardiopulmonary resuscitation (CPR) is something that could potentially help everyone.

Laura Dalton’s experience one weekend in March is the epitome of how critical CPR can be. Her knowledge of the practice saved a little girl’s life, after the small child was pulled from the bottom of a pool at the Rosen Shingle Creek hotel in Orlando.

“I see this lady holding this little girl, and she’s just blue,” said Dalton, who is a registered nurse at Health First’s Holmes Regional Medical Center in Melbourne.

“Your skills just take over.”

Dalton, who was at the resort celebrating her 13th wedding anniversary with her husband, heard a commotion and cries for someone to help.

She described the next several minutes as an “out-of-body experience,” detailing her instinct to begin performing chest compressions on the small child, whom she estimated to be about 4 years old. Dalton thinks she did about 10 rounds of CPR before the preschool-age child began coughing up water.

“By the time paramedics arrived, she was crying and wanted her mom and dad,” Dalton said.

“It just goes to show how important a skill CPR is – and it’s something anyone can learn and use to save a life.”

“I’m so grateful that I happened to be right by this little girl when she needed help,” Dalton said. “It just goes to show how important a skill CPR is – and it’s something anyone can learn and use to save a life.”

In addition to CPR training events offered annually to the community at no cost to them, Infant and Child CPR classes are held monthly at the Health First Training Center in Melbourne. For more information, call 321.434.1960 or email Training@Health-First.org.
A couple of years ago, Allan Gair threw on a Santa Claus suit and began rounding in the Emergency Department of Health First’s Holmes Regional Medical Center. “I walked past room 63, and there was a mother there with a little boy,” the hospital’s Auxiliary President recalled. “She said, ‘Can you come in and talk to him?’” Gair did, and on the way out, the boy’s mother thanked him.

“She said, ‘You made his day,’” a teary eyed Gair said. “And I said, ‘No – it’s the other way around.’”

Health First is looking for more Allan Gairs. Each of the four hospitals in the Integrated Delivery Network (IDN) hosts an auxiliary, with volunteers helping to create a compassionate, high-quality environment for patients. The auxiliaries have contributed millions of hours of valuable service, as well as raised money to help finance hospital building projects, funding scholarships for students in the healthcare field, purchasing new equipment and sponsoring community healthcare-related programs.

Marcia Phillips, Manager of Volunteer Services and Customer Experience at Holmes Regional, described the Auxiliary as a “phenomenal gift to the organization.”

“I can tell you, there are times we look around and say if our volunteers were not here, we would be in a world of hurt,” Phillips said.

Volunteers can give as little as three to four hours of their time a week. Anyone interested is encouraged to call the volunteer coordinator.

“This group brings the best of humanity to all we serve every single day,” said Leonne Sherr, Manager of Volunteer Services at Health First’s Cape Canaveral Hospital. “Their positive impact on our customers, patients and staff is priceless.”

“If you have a passion for helping others or desire to give back to the community, we have a place for you.”

Joelle Boccabella, Manager of Volunteer Services at Health First’s Viera Hospital and Palm Bay Hospital, said volunteers are important to security, food services, maintenance and more.

“If you have a passion for helping others or desire to give back to the community, we have a place for you,” she said.

Want to Volunteer?

Visit HF.org or directly call:

Cape Canaveral Hospital Auxiliary:
321.799.7167

Holmes Regional Medical Center Auxiliary:
321.434.8519

Palm Bay Hospital Auxiliary:
321.434.8076

Viera Hospital Volunteers:
321.434.9365
Health First’s Viera Hospital Ranks Nationally with 5-Star Rating from CMS for Patient Experience

Cape Canaveral Hospital, Palm Bay Hospital Both Retain 4-Star Ratings

Health First’s Viera Hospital has earned the highest rating of five stars for patient experience from the federal government. In 2015, the Centers for Medicare & Medicaid Services (CMS) first awarded Viera Hospital with a five-star rating. CMS released its current ratings in February 2019.

Viera Hospital is:
- The only Brevard County hospital to receive five stars

- One of nine hospitals in the State of Florida to receive five stars
- One of 293 hospitals nationwide to receive five stars

Health First’s Cape Canaveral Hospital and Health First’s Palm Bay Hospital both maintained a four-star rating. Health First’s Holmes Regional Medical Center received three stars.

CMS evaluated more than 4,500 hospitals nationwide, using the one-to-five-star rating system for patient experience in an effort to make it easier for consumers to choose a hospital and understand the quality of care it delivers.

“This is a true reflection of not only how wonderful Brevard is as a whole, but how dedicated these providers, associates and volunteers are to the community,” said Stuart Mitchell, Health First’s Executive Vice President and Chief Operations Officer. “Our customers know they can trust us to provide high-quality, compassionate care during their times of need. We are dedicated to improving our community’s wellness and health – and these accolades are proof. We are proud to serve our family, friends and neighbors, right here in Brevard.”

“We are dedicated to improving our community’s wellness and health – and these accolades are proof.”

The five-star rating is reserved for the highest-performing hospitals in customer service and is based on patient experience scores reported in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The survey covers topics such as how well doctors and nurses communicate with patients, how responsive hospital staff is to patient needs, how clean and quiet hospital environments are and how well patients are prepared for post-hospital settings.
Health First Partners with Privia Health to Enhance Customer Experience

Improved Electronic Medical Records Among the Improvements Headed to Brevard’s Community Healthcare System

Health First is pleased to announce a strategic partnership with Privia Health, a national physician organization that will help improve quality outcomes and access to care, provide advanced technology and deliver an exceptional customer experience.

“As the health services industry begins to pivot toward a customer-centered experience, Health First is seeking to work with partners who share our vision of improving wellness and health,” said Frank Letherby, Chief Executive Officer of Health First Medical Group. “We will work with our new partner, Privia Health, and will bring national best practices and proprietary technology to our community.”

Privia Health has a national physician organization of more than 2,000 providers and will assist Health First Medical Group with the implementation of an enhanced, seamless experience for patients and families. Privia will provide population health programs and a comprehensive electronic medical record system, enabling physicians to better coordinate the care of their patients.

This partnership will further benefit customers by helping to lower healthcare costs, while maintaining Health First’s local ownership and remaining in complete control of the Brevard-based Integrated Delivery Network (IDN).

“Privia unites innovative leaders whose growth strategies embrace our evolving healthcare landscape,” said Shawn Morris, CEO of Privia Health. “This unique partnership with such a progressive health system expands Privia into Florida’s growing market. We will work together with Health First and local physicians to continue improving upon the exceptional care that is delivered throughout the region, while transforming the healthcare delivery experience.”

“We will work with our new partner, Privia Health, and will bring national best practices and proprietary technology to our community.”

To learn more about Health First Medical Group, visit myHFMG.org. To learn more about Privia Health, visit priviahealth.com.
In our continued fight against heart disease and stroke, the Health First Heart & Vascular team, their friends and families joined together to participate in and raise funds for the 2019 Brevard County Heart Walk. The event was held at The Avenue Viera on Saturday, February 23, 2019. The Heart Walk is a premier American Heart Association event that brings communities together to raise funds and celebrate progress in the fight against this country’s No. 1 and No. 5 killers – heart disease and stroke, respectively. Health First was proud to be a corporate sponsor of the 2019 Brevard County Heart Walk.
2019 Girls’ Night Out Mammo Parties

Get your digital screening mammogram, enjoy the company of your friends and an opportunity to win a plush robe. Event dates are listed below.

**The Breast Center**
1223 Gateway Drive, Melbourne
- Tuesday, May 7
- Tuesday, June 4
- Tuesday, July 9
- Tuesday, August 6
- Tuesday, September 10
- Tuesday, October 1, 8, 15, 22 and 29
- Tuesday, November 12
- Tuesday, December 3

**Health First Diagnostics**
603 N. Washington Ave., Titusville
- Tuesday, April 16
- Wednesday, June 12
- Tuesday, August 13
- Wednesday October 16
- Tuesday, December 17

**Health First Cape Canaveral Hospital**
701 W. Cocoa Beach Causeway, Cocoa Beach
- Thursday, October 10 and 24

**Viera Medical Plaza**
8725 N. Wickham Road, Suite 101, Viera
- Wednesday, October 10, 16 and 23

To learn more visit [HF.org/breasthealth](http://HF.org/breasthealth)

Health First Girls’ Night Out Mammo Parties are held from 4:30 to 7 p.m. Refreshments and wine will be served. Appointment times are limited and will go fast. Call 321.434.6100.