Together, we’re better.

Charting a course for healthcare excellence.

Community Report 2004

Health First
Welcome to Health First’s 2004 community report, Charting a course for healthcare excellence.

This year, we selected a sailing theme for our report to you. After all, water recreation plays an integral role in our community. With miles of beaches, the Indian and Banana River Lagoons, and the St. John’s River, Brevard County is nearly encircled by water. Furthermore, the sailing theme is reflective of Health First’s journey to healthcare excellence.

The Health First family has mapped a strategy to ensure that we continue to fulfill our mission to improve the health of our community through disease prevention, health education, and the delivery of quality healthcare services. As this report illustrates, we’ve made substantial progress and accomplished many successes. These achievements are much more than a windfall; they’re a testament to the hard work and dedication of our associates, Board members, medical staff physicians, and volunteers. Combined with the support of our patients and their families, this community has generated the wind behind our sails. We also gratefully acknowledge the contributions of all the community members who contribute so generously to the betterment of health care in Brevard.

Just consider some of the highlights of this past year:

- Cape Canaveral Hospital’s Emergency Department (ED) was featured in a recent issue of Modern Healthcare for earning the Spirit of Excellence Award for Service from Sodexho Healthcare Services.
- Holmes Regional Medical Center and Palm Bay Community Hospital achieved the American Nurses Credentialing Center’s “Nursing Magnet Status” designation.
- Holmes Regional Medical Center was listed in MONEY magazine as one of “America’s Top Hospitals” for interventional cardiology procedures and stroke care.
- Palm Bay Community Hospital has been nominated for the Greater Palm Bay Chamber 2004 Business of the Year Award.
- The new Health First Clinical Research Institute began to coordinate research trials and studies, which benefit our patients in multiple ways.
- Health First partnered with the Leeza Gibbons Foundation and opened Health First Leeza’s Place. The first in the state, this community-centered resource center offers programs that educate, empower, and energize both caregivers and those recently diagnosed with any memory disorder.

We’re also looking forward to meeting Brevard’s evolving needs and realizing many new milestones, including:

- The introduction of our centralized, 24/7 critical care eICU® monitoring system this summer
- The opening of Brevard’s first hospice house in Palm Bay this September
- The opening of the new mother/baby center at Holmes Regional Medical Center in July 2005, as well as the new eight-story heart center and emergency services complex in October 2006
- The groundbreaking for the new Viera Health Park in 2005

As we move ahead full sail, I invite you to learn more about our accomplishments and plans, and to meet a few of the many individuals who inspire and guide our future. Discover how we’re charting a course for healthcare excellence for you and your loved ones.

With warmest regards,

Mike Means
President and Chief Executive Officer
Health First

(About the cover) Pictured with his family, Gene McCarthy (in red shirt) serves as Chairman of the Health First Foundation Board of Directors, and is a major force behind the campus expansion project at Holmes Regional Medical Center.
At Cape Canaveral Hospital, our skilled team members aren’t just imagining a bright future; they’re making it happen with advanced imaging services and community-focused expansion plans. The hospital is currently working on plans to expand its facilities at its main campus as well as its campus on Merritt Island, where Pro-Health & Fitness Center anchors the Healthplex.

One of our most exciting additions this year wasn’t a new building but rather a precise diagnostic tool. The hospital’s new GE Lightspeed Xtreme 16-slice CT scanner is the fastest scanner in the Southeast. Of course, we don’t rely on technology alone. A mainstay of Cape Canaveral Hospital remains our skilled staff. Our Women’s Diagnostic Center team, led by board-certified Radiologist Karen Levy, MD, embodies the perfect blend of technology, skill, and personal service.

“Our team strives to deliver highly competent service in a warm, compassionate atmosphere,” explains Dr. Levy, who offers patients her 12 years of experience and Susan G. Komen Center breast imaging fellowship training.

Dr. Levy incorporates physical examination with diagnostic imaging for patients referred for breast consultation; in effect, she states, “We are the clinical correlation.”

“At the Women’s Diagnostic Center, we discuss results with each diagnostic patient at the time of exam, unless her physician requests otherwise,” continued Dr. Levy. “In addition, our facility is accredited by the American College of Radiology, and all our technologists have obtained advanced certification in mammography. We’re genuinely passionate about what we do.”

According to patients like Chris Fenstermacher, the passion shows. “When you undergo a breast procedure, it’s comforting to know you’re not just a number on a schedule. The proficient staff provides individual attention and thorough explanations,” says Fenstermacher.

Dr. Levy believes that all women should demand quality from their breast imaging center. Noting that all breast imaging services are not equal, she advises women to choose an experienced team that offers personalized care to patients.

Suntree resident Chris Fenstermacher (left, pictured with Dr. Levy) recently joined a growing number of Women’s Diagnostic Center patients who write to the hospital to share positive feedback: “I’m a retired registered nurse from the Philadelphia/New Jersey area, where I enjoyed the services of university hospitals. When we relocated, I was distressed that I would be unable to find a center of the same caliber, emphasizing breast disease and focusing on women as individuals with special needs. After reading and hearing about Dr. Levy, I made an appointment. She and her staff met my expectations. Having Dr. Levy at Cape Canaveral Hospital proves one does not have to go to the ‘big city’ to obtain competent care.”
In April, we broke ground on Holmes Regional Medical Center’s innovative eight-story heart center and emergency services complex, and construction is underway on an all-new mother/baby center. Part of a $115 million campus expansion, this major construction project will elevate care for heart and emergency patients and mothers and their new babies like no other.

“Coronary artery disease is the leading cause of hospitalization among Brevard residents, and more than 50 percent of Holmes’ emergency visits are cardiac-related,” says Health First Foundation Board Chairman Gene McCarthy (pictured below), a major advocate of the new heart center. “This new center will meet a growing community need. Heart patients will be able to obtain world-class cardiac care in one location, from outpatient diagnostic tests to open-heart surgery.” McCarthy’s commitment to heart care comes from more than his role as foundation chairman—he’s a former heart patient as well.

The new Emergency Department and Trauma Center will feature a dedicated 12-bed chest pain center, an important complement to the heart center that will provide medical care based on best practices from across the nation. All Holmes’ patients will benefit from the renovations, because the new addition will increase private beds from 50 percent to more than 80 percent. In addition, the mother/baby center’s glass-enclosed exterior elevator will “deliver” expectant moms directly to the new fourth floor offering 22 deluxe private post-partum rooms.

“Generous Brevard residents are making this expansion possible,” notes McCarthy. “Our community recognizes and supports Holmes’ extraordinary caliber of care.”

Melbourne resident, husband, and father of three Perry Ball (pictured here) credits three entities with saving his life on October 9, 2000—God, his helmet, and Holmes Regional Trauma Center.

Ball’s motorcycle was blown off the road in a 50-mph wind gust. When Holmes-based First Flight, Brevard’s only air emergency transport, brought Ball to the trauma center, he was suffering from multiple and extensive injuries. Physicians and nurses on the trauma team and later in the Surgical Intensive Care Unit, who Ball calls his “guardian angels,” saw him through these injuries—as they do so many patients.

“Before my accident, I never thought about the trauma center,” admits Ball, who’s now fully recovered. “But today, I’m alive because of it and grateful that we have such a critical service here in Brevard.” In fact, Brevard residents are 40 percent more likely to survive a local automobile accident because we have a local trauma center.

Ball’s experience with Holmes goes beyond trauma care. Earlier this year, he realized he was having a heart attack. Knowing that Holmes has what it takes to save lives, Ball told his wife Debbie to take him to the Emergency Department. And so they went, where the talented emergency team saved his life, again.
The Palm Bay of today is a long way from the small country town in which Palm Bay Community Hospital Advisory Council Member Jerry Taylor (pictured to the right) was born and raised. In fact, Taylor, who recently celebrated his 69th birthday, describes growing up in a “farm and cow pasture town.” He also recalls the population of Palm Bay when he was first elected to the Palm Bay City Council in 1972 — 7,200 residents. During the 14 years he served on the City Council and raised his three children, he witnessed the city blossom.

Today, Palm Bay Community Hospital serves a South Brevard population that’s approaching 100,000 citizens, yet in many ways it’s still a small town. Residents like Taylor shape the direction of our services, putting the “community” in the hospital’s name. To keep pace with burgeoning community needs, Palm Bay Community Hospital recently announced an $800,000 renovation plan, which includes:

• Expanding laboratory operations and patient care areas
• Adding a consultation area for physicians to meet with families
• Expanding and resurfacing patient parking
• Expanding and upgrading the physicians’ lounge and medical records area to meet the needs of the growing medical staff

“Palm Bay Community Hospital plays a central role in our booming city,” says Taylor. “I’m pleased about the renovations, because we need more space for new doctors and patients. The hospital staff is wonderful and I see great potential here. We’re very lucky to have a hospital of this caliber in Palm Bay.”

Taylor embodies the typical Palm Bay resident that Health First aims to please. This “retired” grandfather and family man is a Deacon at Palm Bay Baptist Church, serves lunches at the church’s Academy, and provides a valuable service as a part-time school crossing guard. His dedication to the community strengthens and inspires our commitment to meet Palm Bay’s ever-growing healthcare needs.

Later this summer, Hospice of Health First will officially open the doors to the William Childs Hospice House, Brevard’s first hospice house. Located on a serene, five-acre wooded tract of the Palm Bay Community Hospital campus, the William Childs Hospice House will offer a secluded home-like atmosphere for terminally ill patients. Here compassionate nursing staff and skilled hospice professionals will provide around-the-clock care, and patients and families will find comfort and peace.

The hospice house is named in honor of William Childs, whose widow Madeline Childs (pictured here) generously donated a substantial gift in his memory. “When it became clear that my husband would not survive his illness, Hospice of Health First staff members immediately came to his hospital bedside and were extraordinarily kind, generous, and helpful,” explains Childs, who also valued Hospice of Health First’s bereavement support services after William passed away. “This gift is the best way for me to express our gratitude to the hospice family.”
With unique services for every generation, Health First Health Plans is a mainstay for our more than 69,000 members. In fact, our commitment to the community earned Health First Health Plans the Melbourne-Palm Bay Area Chamber of Commerce’s 2003 Business of the Year Award.

Our commercial health plan delivers benefit options to 1,300 Brevard businesses and their employees. Most notable is our continually expanding 450+ physician network. In addition, all members enjoy dedicated customer service and the confidence of a health plan that again earned an accreditation status of “Commendable” from the National Commission on Quality Assurance.

Another reassuring factor for our members is our physician leadership. Jeffrey Stalnaker, MD, was recently elected Chairman of the Health First Health Plans Board of Directors. Medical Directors Joseph Collins, MD, and Peter Weiss, MD, also provide valuable medical management insight and decision-making skills.

Health First Medicare Plan continues to be the only Medicare + Choice option for Medicare beneficiaries in Brevard. Our focus continues to be more choices for our members. Seniors now choose from two new Medicare options — our Classic Secure Plan and our $0 premium Value Secure Plan.

If you ask 68-year-old retiree Paul Mauldin of Indialantic (pictured to the right), the most valuable amenity available to Health First Medicare Plan members is the new SilverSneakers Fitness Program, which at no additional cost provides a free membership to Health First’s Pro-Health & Fitness Center.

“SilverSneakers was one of the primary reasons I joined Health First Medicare Plan,” says Mauldin, an avid golfer. “As we approach our senior years, our top priorities are health and fitness, because we want to enjoy our retirement. Health First is a great partner in this preventive care endeavor. At the same time, these also are the years when most of life’s illnesses tend to occur, so it’s also reassuring that Health First offers quality health coverage, hospitals, services, and support to help seniors meet those challenges too.”

As the proud sponsor of Florida Healthy Kids in Brevard, we provide health coverage to more than 7,200 children from families that otherwise may have to go without. Through a partnership between Health First Health Plans and the Florida Healthy Kids Corporation, the children enrolled in this program receive needed medical care with an emphasis on wellness.
Our Health First Physicians medical group experienced exciting growth during the past year. First, we solidified our position as the largest multispecialty practice in Central Brevard by broadening our services to include several new board-certified specialists in general and vascular surgery, pulmonology, orthopedics, and more.

We also expanded our services into South Brevard with the addition of four internal medicine physicians in Palm Bay. Our plans call for adding more primary care physicians and specialists to meet the needs of this rapidly developing region and to accommodate Palm Bay Community Hospital’s growth.

While our new and established physicians offer different approaches to patient care, all Health First Physicians share several important features that differentiate our practices. Our doctors offer:

- High levels of skill and experience
- Board certification in their specialties
- Easy access and availability of appointments and consultations
- A welcoming office environment and well-trained staff
- Open communication between primary care physicians and specialists

For more information or to schedule an appointment with any of our Health First Physicians, please call 321.434.2300.

Kiron Malhotra, MD (pictured to the right, seated), joined Health First Physicians’ Palm Bay Internal Medicine practice in October and serves as medical director for the new Health First Wound Management program. Because she has practiced medicine in India and the United States, Dr. Malhotra’s background enhances her care. “My experience includes two different countries and cultures, as well as dramatically different working environments that range from a primary care setting in a government facility to an urban hospital in Brooklyn, New York. As a result, I offer unique insight and expertise to the Palm Bay community.”

According to Darin Wilson, MD (standing), with Health First Physicians’ Internal Medicine practice at the Cape Canaveral Hospital Medical Plaza, “The new specialists Health First Physicians added during the past year have created convenient, quality options for our patients. I refer patients with confidence to our physicians who specialize in gastroenterology, general and vascular surgery, geriatrics, obstetrics/gynecology, occupational medicine, orthopedics, and pulmonology.”
Earlier this year, Health First announced exciting plans to develop the new Viera Health Park, which will be situated west of Interstate 95 on the southwest corner of Wickham Road and Lake Andrew Drive. The multiphase project will encompass 35 acres and feature a full-service hospital and Emergency Department, a Pro-Health & Fitness Center, diagnostic services, outpatient surgery, physicians’ offices, rehabilitation, and urgent care.

To make the most of the new hospital and its accessible and spacious site, we’ve worked closely with key emergency management personnel to incorporate their needs into design plans. Emergency preparedness and homeland security are critical in a county such as ours, home to Kennedy Space Center, Patrick Air Force Base, Cape Canaveral Air Force Station, and Port Canaveral. This new hospital will serve as a safe haven during times of crisis.

“I believe the new hospital is a wonderful opportunity,” says Brevard County Office of Emergency Management Director Robert Lay (pictured to the right), who was recently named the Emergency Management Professional of the Year by the Florida Emergency Preparedness Association. Lay points out that with its convenient location adjacent to Interstate 95, the new hospital will provide:

• A full-service Emergency Department in an area experiencing rapid growth
• A state-of-the-art facility designed to surpass current rigorous construction codes
• Protected inland acute care services for patients who need to be evacuated from coastal hospitals during hurricanes and other natural disasters
• An emergency management solution that will reduce ambulance transportation time

Go to www.vierahospitalNOW.org

Brevard County Office of Emergency Management Community Liaison Nancy Smith (pictured on the right) is also pleased about plans for the new hospital. “Health First is an excellent community partner,” explains Smith. “The staff contributes so much to emergency preparedness, such as participating in joint drills at off-site locations like the airport and port. They’re also community-minded, whether it’s keeping up with the latest technology for patients, ensuring that their facilities are equipped to handle hurricanes, or planning the Viera Health Park to meet the needs of our expanding community.”
Health First continually strives to maintain and enhance all aspects of patient safety, and in January we introduced a major initiative to further bolster our efforts. Our “Patient centered. Patient safe. It’s up to all of us” campaign includes comprehensive employee education that reinforces our commitment to patient safety and engages every member of our organization in maintaining a patient-centered and safe environment.

We’re also utilizing advanced technologies to enhance safety and quality care. By the end of this summer, Health First will boast its own systemwide, state-of-the-art picture archiving and communication system (PACS). Essentially, PACS captures X-rays and other radiology images in a digital format that facilitates faster, more accurate diagnosis, and provides physicians with electronic access to vital radiological studies. Once in place, a physician will be able to instantly compare a new chest X-ray with one that was taken six months ago at another Health First location.

This summer, Health First also will introduce the first eICU® program in the Southeastern United States. This centralized system will monitor Intensive Care Unit (ICU) patients at all three of our hospitals. From the Clinical Operations Room at Health First’s Administrative Offices in Rockledge, specially trained physicians and nurses will monitor and evaluate ICU patients around-the-clock using advanced video and electronic monitoring technology. The program won’t replace on-site nurses and physicians, but will provide an added layer of expertise and safety.

What can you do to enhance patient safety?

• Ask questions about your care. You have the right to know.
• Educate yourself about your diagnosis and available treatment options.
• Pay attention to the quality of care you receive.
• Ensure that you receive the correct therapies and participate in treatment decisions.
• Carry a list of your medications that includes dosage, schedule, and the corresponding diagnosis for each.

“Health First is committed to forging productive alliances with nursing and patient care services, physicians, administration, and auxiliaries, as well as our patients and their families. We’re creating a culture in our organization where patient safety is an established, embraced lifestyle,” explains Chief Quality Officer Jim Palermo, MD (pictured here), who leads Health First’s cross-functional Patient Safety Team.
Health First and our associates are actively involved in many community outreach activities. We donate time, teamwork, and funds to organizations dedicated to the prevention and treatment of major health problems such as cancer, diabetes, and heart disease. Whether sending care packages to U.S. soldiers abroad or sending themselves on medical missions to Nicaragua and Ecuador, our associates don’t just work by the motto, “Together, we’re better”—they live it.

Holmes Regional Medical Center Coronary Care Unit Nurse Linda Bartalot, RN, BSN, CCRN, and her mother Nona Howard exemplify this benevolent spirit. In 1983, Dennis Howard, Bartalot’s brother and Howard’s son, became the first successful multiorgan and tissue donor in Central Florida. To cope with his tragic death (he was hit by a drunk driver while bicycling), they found healing and solace through the hospital’s Tiger Team and other organizations that educate the public, promote awareness, and encourage registration for organ and tissue donation.

Then, through what Bartalot describes as the “circle of life,” Nona’s kidneys failed three years ago and she required a transplant. On February 15, 2002, Bartalot became a living donor for her mom. Today the two women don’t just share a common cause; they share a kidney.

The efforts of the Tiger Team are supported in part through generous donations from Health First’s employee-giving program, EAGLES (Every Associate’s Gift Leaves Everlasting Spirit). Last year, Health First associates pledged more than $460,000 to EAGLES, which also supports HOPE and other charitable groups. Their contributions have paid off. The University of Florida awarded the Hospital of the Year Award for tissue and organ donations to Holmes Regional Medical Center and Cape Canaveral Hospital.

Through our nationally recognized community outreach program called HOPE (Health, Outreach, Prevention & Education), Health First partners with other Brevard organizations to donate healthcare services. In 2003, residents who have limited access to health care and are either uninsured or underinsured received 12,500 patient visits valued at more than $5.5 million. HOPE operates two community clinics and the HOPE to Go mobile medical van that provides medical care to the homeless wherever they’re found in Brevard.

Inspired by a quilt she saw at a National Donor Conference in Washington, D.C., Bartalot and her mom (pictured here) recently helped create a Health First Donor Recognition Quilt dedicated to Dennis’ memory. The quilt, displayed on a rotating basis at Health First facilities, features patches devoted to the positive memory of deceased and living organ and tissue donors. Of her own living kidney donor, Howard says, “It’s an overwhelming feeling to know that I raised a child who would do this for me.”
During the past year, Health First garnered an impressive array of awards. The highlights of our honors include the following:

**Health First**

**IHN 100:** Once again, Health First was the only healthcare system on the Space Coast and one of only seven in the state to earn a place on Verispan’s annual “IHN 100.” In fact, Health First ranked among the top 50 integrated healthcare networks (IHNs) in the nation. Hospital networks that rank in the IHN 100 consistently report higher patient volumes, better outcomes, and shorter lengths of stay — results that directly benefit our patients.

**VHA Leadership Award:** Health First was one of only six healthcare organizations nationwide to be recognized for our efforts to improve quality, efficiency, supply chain management, and community health.

**2003 Build a More Beautiful Brevard:** For the “New Structure” category, *Florida Today* and Keep Brevard Beautiful presented the Health First Administrative Offices in Rockledge with this award.

**Health First’s Center for Learning**

**BEST Award:** Ranking 11th in the American Society for Training & Development’s 2003 BEST Awards Program, Health First was listed alongside such household names as IBM and Dow Chemical Company. This award recognizes organizations that demonstrate enterprisewide success as a result of employee learning and development.

**Health First Health Plans**

**Business of the Year:** For the category of “100 or more employees,” the Melbourne-Palm Bay Area Chamber of Commerce named Health First Health Plans as Business of the Year.

**Cape Canaveral Hospital**

**SODEXHO's Spirit of Excellence Award for Service:** When the Emergency Department (ED) received this award for customer service and patient satisfaction, the ED earned a spot in a recent issue of *Modern Healthcare.*

**Holmes Regional Medical Center**

**2004 Distinguished Hospital for Clinical Excellence:** According to HealthGrades, Inc., Holmes ranks in the top 3.4 percent of all hospitals in the country for seven major clinical specialties.

**America’s Top Hospitals for interventional cardiology procedures and stroke:** This ranking by *MONEY* magazine means that Holmes is one of the top-rated facilities based on volume, quality measures, mortality, and complication rates.

**Consumer Choice Award:** For the eighth year in a row, Holmes received this award from the National Research Corporation. The citation honors hospitals that received the highest quality and image ratings for their facilities, physicians, nurses, and community outreach programs.

**Palm Bay Community Hospital**

**Press Ganey patient satisfaction recognition:** In the fall, the hospital’s Emergency Department (ED) ranked in the top three percent of all EDs nationwide for patient satisfaction. At the beginning of 2004, Outpatient Surgery at the hospital ranked among the nation’s top six percent for patient satisfaction.

Also this year, the American Nurses Credentialing Center (ANCC) awarded Holmes Regional Medical Center and Palm Bay Community Hospital with the prestigious “Magnet Status” designation. This designation is the highest level of recognition the ANCC accords organized nursing services in the national and international healthcare communities.

“Because Magnet Status specifically recognizes excellence in nursing services, development of a professional environment, and growth and development of the nursing staff, we’re proud and honored to earn this citation,” says Donna Howell, RNC, BSN (pictured here), a surgical trauma nurse at Holmes Regional Medical Center. “The ANCC only awards Magnet Status to hospitals that empower nurses, foster open two-way communication, and nurture a spirit of autonomy, integrity, respect, innovation, collaboration, and excellence. Our team always focuses on what’s best for the patient. Receiving this recognition for our commitment to quality patient care is validating."

In fact, only 10 hospitals out of 286 in the state of Florida have been recognized as having achieved this level of nursing expertise, while 82 hospitals out of 5,700 — less than 1.5 percent — in the United States have achieved Magnet Status.
Fiscal Highlights & Facts:
Maintaining an even keel

As a not-for-profit organization, it’s Health First’s mission to provide healthcare services to anyone needing them, regardless of their ability to pay. In fiscal year 2003, Health First:

- provided more than $81 million in charity care
- provided more than $245,000 in in-kind and direct support to other charitable organizations in our community
- gave reduced-cost flu shots to more than 4,000 Brevard residents
- donated healthcare services valued at more than $5.5 million to HOPE
- produced thousands of pocket-sized Domestic Violence Resource Guides for distribution to victims

Did you know?
More than 2,000 volunteers provide valuable services to Health First’s three hospitals, HOPE, Hospice of Health First, and the Bright Star Center for Grieving Children & Families.

As a not-for-profit organization, we rely on our generous benefactors, who support our efforts by donating time and money. To learn how you can make a financial donation, call 434-7353. To learn about volunteer opportunities, call 799-7167 (Cape Canaveral Hospital) or 434-5210 (Holmes Regional Medical Center and Palm Bay Community Hospital).

Also in 2003 our associates:

- pledged more than $155,000 to help support local United Way agencies in Brevard
- pledged $467,000 to our employee-giving program, EAGLES (Every Associate’s Gift Leaves Everlasting Spirit), of which $100,000 was used to help build the new hospice house in Palm Bay. EAGLES’s funds also provided for organ and tissue donor awareness programs, dental services for HOPE patients, childcare programs at Health First, and special projects such as purchasing books that can be read to children who visit our Emergency Departments
- participated in local Adopt-a-Family holiday programs
- walked or jogged miles and miles to raise funds for the American Cancer Society, American Heart Association, American Lung Association, Candlelighters of Brevard (for children with cancer), Juvenile Diabetes Research Foundation, Leukemia & Lymphoma Society, March of Dimes, and the National Multiple Sclerosis Society
- helped to restock local Brevard sharing center food pantries
- sent care packages for the “Adopt-a-Soldier Shoebox Program” for U.S. soldiers in the Middle East
- participated in medical missions to Nicaragua and Ecuador

Our Boards of Directors:
Experienced leaders at the helm

The unsung heroes on our journey to healthcare excellence are the men and women who volunteer their time and talent to guide our efforts as members of our Boards of Directors. Whether the seas are calm or stormy, they clearly see the way and chart our course to improving the health of our community. They proudly serve the community and we’re proud to have them at our helm.

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