



Introduction to Health First History and Background

Broker Training

Module Description

This module is designed to:

- Provide an overview of Health First facilities and systems.
- Review where Health First Health Plans fits into the Health First corporate structure.
- Review the Health First Integrated Delivery Network (IDN) and discuss available services.



Indicates clickable link to HFHP website



Vision

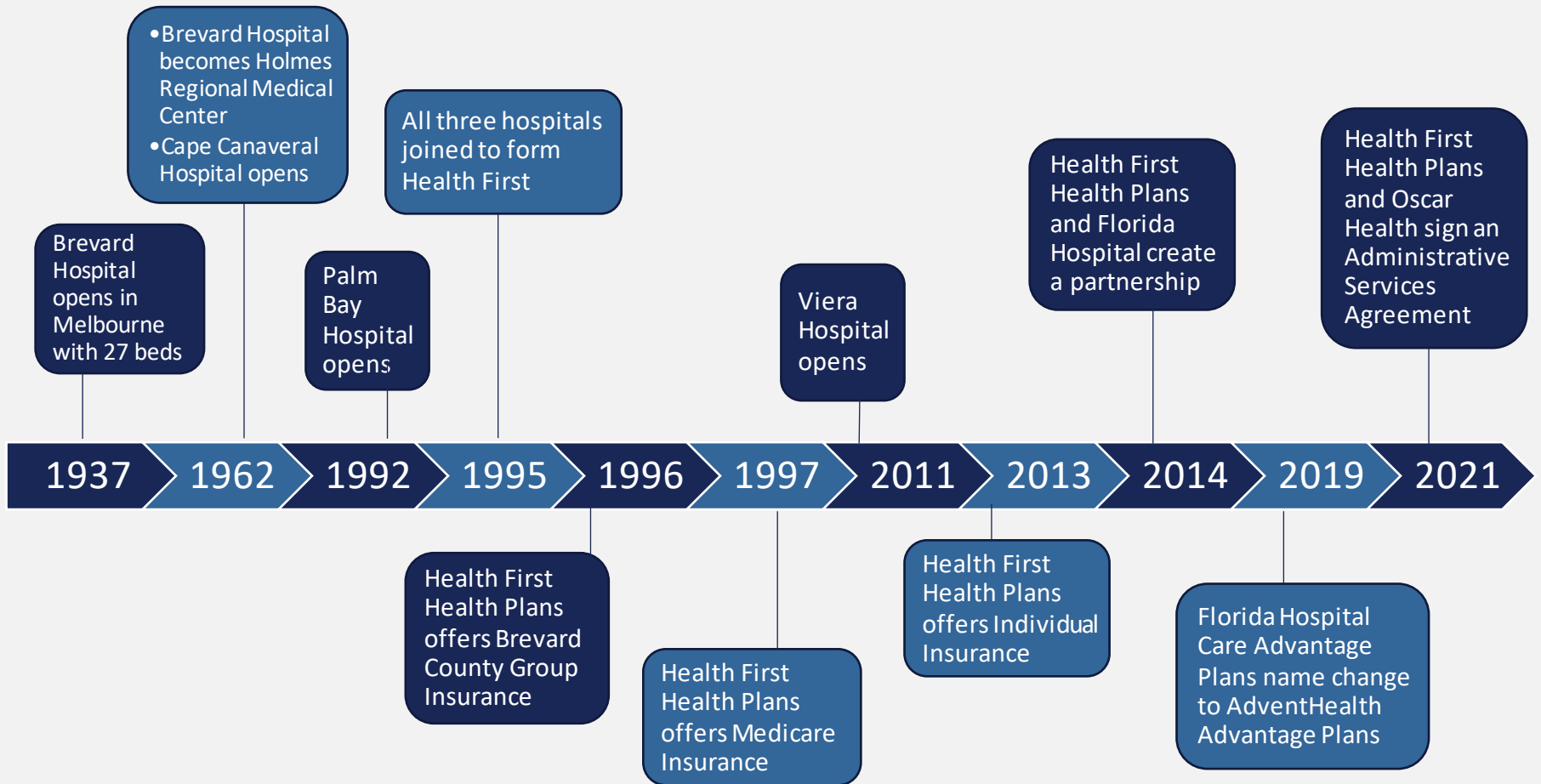
*“**Skilled and dedicated** people delivering **high-quality**, patient-centered care that improves **lives and communities**.
Every person. Every time.”*



Mission

*“Our **team** positively improving the **wellness** and **health** of you and your **family** through excellent and **compassionate** healthcare.”*

Timeline of Progress



The Integrated Delivery Network



- Our IDN encompasses **Wellness and Prevention**, community-based care, access to a physician group and hospital care
- With the strength of the Health First IDN, **Health First Health Plans** is uniquely positioned to meet the healthcare needs of our community

Health First's Role in the IDN

Population Health

Care that occurs to increase the level of wellness for our community

Outpatient and Wellness

Care that occurs in the community before, after or instead of hospital care (such as home care, ambulatory or outpatient surgery, outpatient diagnostics and hospice that provides dignified end-of-life services)



Provider Community

Our relationship with providers both employed and partnered with Health First

Acute Care

Those times when care is needed in one of our four Health First hospitals (Cape Canaveral Hospital, Holmes Regional Medical Center, Palm Bay Hospital and Viera Hospital)

Health First is not-for-profit.

What does this mean for our community?

Not-for-Profit/Community-Minded	For Profit/Investor-Owned
Assets stay in the community.	Assets belong to investors/owners.
Local board of trustees serves without pay and balances financial decisions with community concerns.	Major decisions are often made by individuals outside the community, who emphasize creating profits for stockholders.
Not for “private” profit; no private person or corporation makes any profit.	Stockholders might be physicians who practice at the hospital; community members are generally not allowed to purchase stock.
All income above expenses is used to improve the health of the community.	Profits often leave the community.
Provides a full spectrum of care – education, prevention and treatment – that benefits all members of the community.	Provides a full range of care that benefits the community they serve, however, focus is also placed on how to best serve their investors.

Health First Health Plans



Beginning Plan year 2022 Plan types offered include:

- Medicare Advantage
- Individual and Family

Medical Group



In 2013, Health First Physicians and Melbourne Internal Medicine Associates (MIMA) joined to form Health First Medical Group creating Brevard's largest multispecialty physician group with more than 230 employed physicians



Wound Care and Hyperbaric

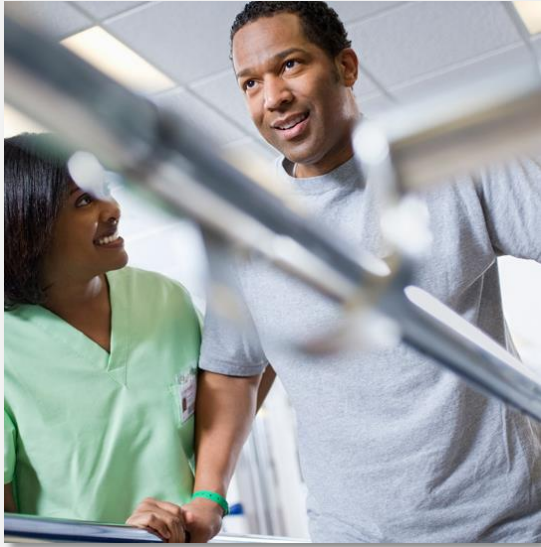
Provides Individualized treatment programs through a multidisciplinary medical team.

Local independent physicians specializing in:

- Podiatry
- Vascular surgeons
- Internal medicine
- General surgery
- Infectious disease



Medical Rehabilitation



- Provides physical therapy and medical rehabilitation services to patients on the Space Coast who are hospitalized, as well as on an outpatient basis.
- Working together with primary care physicians, specialists, pediatricians and occupational medicine physicians, as well as employers and insurance providers.
- Our goal is to restore patients to their best possible health and promote a healthy and safe lifestyle.

Locations: Melbourne | Merritt Island | Palm Bay | Viera

First Flight Air Ambulance

- First Flight, Brevard's only air ambulance, serving East Central Florida since 1988. Based at Health First's Holmes Regional Medical Center & Trauma Center, First Flight is at work saving lives every day.
- The helicopter serves Brevard, Indian River, and portions of Osceola and Orange counties





Aging Services

- At Health First Aging Services, we are focused on addressing wellness in aging, along with managing the challenges and impairments some older adults experience.
- Initiated in 2002, these services provide a comprehensive network of care and outreach for seniors and their caregivers.

Location: Melbourne

Medical Equipment



- Respiratory care products
- Hospital room setups for the home
- Walkers
- Wheelchairs
- Lift chairs



Hospice

- For more than 35 years, Hospice of Health First has been Brevard County's leading provider of compassionate and skilled hospice care.
- We focus on improving the quality of life for families dealing with a loved one's end-of-life illness, making every remaining moment as comfortable, pain-free and meaningful as possible, for every person involved.



Family Pharmacy

- Prescription mail-order program
- Discounts for Health First Health Plans/AdventHealth Advantage Plans members
- Infusion services
- Our professional team includes experienced pharmacists who are supported by trained pharmacy technicians, all working together to ensure your safety and a positive experience.

Locations: Holmes Regional Medical Center | Health First Medical Group – Gateway | Viera Hospital

Home Care

Care consists of short-term assistance following a hospitalization, outpatient surgery, maternity-related incapacity, illness or injury that affects an individual's ability to leave home to get treatment.

Services Include:

- Skilled nursing care
- Wound care
- Ostomy care
- Respiratory care and tracheostomy care
- Physical, Occupational and Speech Therapy



Sleep Centers



- **Health First Sleep Center** is the only hospital-based American Academy of Sleep Medicine (AASM)-accredited sleep center in Brevard County.
- Our professional team is made up of board-certified physicians.

Locations: Cocoa Beach | Palm Bay | Viera

Health First | AdventHealth Centra Care

Focuses on:

- Delivering high-quality compassionate medical care in state-of-the-art facilities
- Providing treatments that are non-life-threatening injuries or illness



Locations: Cocoa Beach | Malabar | Melbourne | Titusville

Pain Management

We provide customized complementary alternatives to help patients cope with pain, which allows them to benefit more from the traditional medical therapies that their primary doctors provide.



Locations: Cocoa Beach | Palm Bay



Breast Center

The Health First Breast Center uses advanced technologies and treatments, ensuring our patients a comprehensive, timely and personalized approach to breast care.

- 3D imaging improves detection of invasive cancers and reduces false positives
- Nurse navigators help patients every step of the way
- Reduced wait times for results
- Calm, comfortable atmosphere

Location: Health First Medical Group – Gateway

Thank You!