

The Power of +

EMPLOYEE NEWSLETTER



Quality



Provide the highest
QUALITY of patient
and family care

Innovation



Advance
performance through
INNOVATION

Integrity



Conduct ourselves
with **INTEGRITY**

Service



Honor the legacy
of **SERVICE** to
our community

A Message from the President & CEO,
Jason Barrett



Thank you for serving as an important member of the Flagler Health+ team. These are exciting times, as we continue our transformation to a total care enterprise that advances the physical, social and economic health of the communities we serve. This bold vision clearly promotes our mission to provide the best patient experience with the best staff.

We know that attracting and retaining top talent is key to our success. To do so, we must create a workplace culture where people can thrive. I am personally committed to this and will be working with all of you to cultivate an environment at Flagler Health+ that sparks and grows enthusiasm, engagement and innovation throughout our workforce.

This newsletter and our new Intranet, which will be rolled out in December, are two ways we are increasing communication and recognition of the incredible work of our teams. Thank you to everyone who participated in the Always & Never exercise, featured in this edition. This important work will drive our culture transformation to achieve a 5-star experience for every patient, everywhere, every time.

Recognizing Excellence

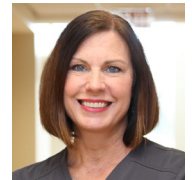
Krista Wallace, Radiology Technologist, FIC

Krista's standard of work and service to her patients are a true asset to Flagler Health+. She is always willing to help co-workers, and goes above and beyond in all that she does. When she's not conducting x-rays, she is helping the scheduling team by cataloging physician orders.



Barbara Ruf, Mammography Coordinator, FIC

For Barbara, quality is above all when it comes to her relationship with her patients. She is a true leader, and problem solver, who maintains a calm demeanor and is always willing to help her teammates to ensure her patients are receiving the best care possible.



Renee Miller, Patient Care Technician

Renee has been a PCT at Flagler Hospital for many years and has always delivered a high level of quality care to her patients and her working environment, and she expects this from her peers. Renee has an unrelenting work ethic and takes her job very seriously. Renee is often working extra to help out her patients and team. Renee's strong moral principles cause her to always choose to do what she knows is right even when it may not be the most popular choice.



William Sproull, CT Supervisor, Radiology

William oversees a very busy CT department that produces over 25,000 studies annually. William routinely volunteers for extra shifts, and covers on-call to support his staff and patients. Whatever the mission is, William is there to meet it. William has been a dedicated member of our Flagler Health+ team since 2002. He has routinely advanced our CT technology including applying low dose on all of our six (6) CT scanners.



Would you like to recognize someone for excellence?

Email Patrick.Appolonia@flaglerhospital.org

Flagler Health+ Launches Inter-professional Healthcare Delivery Model



Earlier this year, President and CEO Jason Barrett shared with you our focus on creating a more tightly woven inter-professional healthcare delivery model, with an emphasis on top-of-license performance and a more open approach for recruitment. As part of this, we have shifted from a primary care focus to a team approach made up of one Registered Nurse, one Licensed Practical Nurse and one Patient Care Technician. For the team make up of Registered Nurse Brooke Chambers, Patient Care Technician Pam Root, and Licensed Practical Nurse Gary Guernon, the process of getting accustomed to the new structure and utilizing it optimally was initially, like any new endeavor, met with a mix of excitement and apprehension.

While change can be good, it also requires an adjustment period, and learning a new process in your day-to-day could be seen as more challenging for those that have grown accustomed to their role and current process over the course of many years.

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Flagler Health+ Launches Inter-professional Healthcare Delivery Model

For Root, who has worked at Flagler Hospital for over 10 years, it was essential to first understand who would be responsible for what tasks, and coming together as a unit from the beginning in order to make the transition as seamless as possible.

"I think learning how to communicate with each other, understanding that there is no 'I' in team, and knowing each other's roles were the most important part to becoming a cohesive unit," Root explained. "By doing this, it allows registered nurses more one-on-one time with patients and their family members, which helps us have better relationships with our patients."

This more personalized care has been telling in more ways than one, as the trio said they have noticed a substantial increase in the smiles on patients' faces, as well as a lot of great feedback as RNs have had more time to bond with patients. The new system has also allowed for easier transfers of patients to other units on other floors, as LPNs have been able to pick up the workload for other patients during the transfer, allowing them to receive continuous care throughout transfer cycles. According to the team, the consensus was that this not only allowed them to make the experience of a hospital stay less stressful for the patient but also less stressful as a caregiver as well.

"This new system is a lot less stressful because we have more hands on-deck, which has allowed us all more time individually to focus on what we do best, which is patient care," Chambers stated. "We're really able to deliver a higher quality patient experience," added Guernon.

The group noted they feel the core value of quality is most closely aligned with the new structure, and having the ability to provide that higher quality patient care makes for a better patient experience, and often times, better outcomes due to their ability to see to the needs of more patients, more frequently. According to Nurse Manager Kelly Countryman, the team themselves have been purveyors of all four core values during their brief time working together as a team.

"I believe they exemplify all four core values. They are wonderful individuals who care about the patient and the success of the whole team. They go above and beyond and always have a smile on their face," Countryman said. "I believe because they have integrity, they can't help but provide a quality experience through their service and they have all embraced innovation with this new model and work as team instead of in silos." We commend you Brooke, Pam and Gary. You are the Power of Plus.

Social Health

B R A V E

Be Resilient And Voice Emotions

It's not always easy to spot the signs of depression, anxiety, stress and sadness in our youth. That's why Flagler Health+ Care Connect and the St. Johns County School District, with support from THE PLAYERS championship have teamed up to create BRAVE; a program that encourages area youth to:

- Get in touch with their mental health early on
- Be open to receiving help
- Address social barriers
- Access behavioral healthcare services at the right time, at the right place

Through BRAVE, Flagler Health+ Care Connect serves as the hub for student behavioral health referrals

for all 39 schools in the St. Johns County School District.

Utilizing a unified intake process, Care Connect staff identify unmet social needs for the entire family, eligible resources, and the most appropriate behavioral health provider for the student. This includes services provided by Epic Behavioral Healthcare, Children's Home Society and St. Augustine Youth Services. BRAVE has the resources families need, including care coordination and navigation services, access to virtual mental health counseling visits and a 24-hour crisis text line. The program also includes on-site telehealth booths that offer access to urgent-care and mental health services.

Let's Talk Finance with Skip Marsh, Chief Financial Officer



In advance of each new Fiscal Year (Our Fiscal Year runs from October 1–September 30), department leaders, service line administrators, the accounting and finance department, the data analytics department and our executive cabinet, collaborate to produce the budget. The budget is then presented to the Investment & Finance Committee of the Board of Trustees and then to the full Board of Trustees for approval.

Our budget process uses an automated computer application called EpSi. Some of you have likely heard your leaders reference the term EpSi (pronounced EP-SEE). This same tool is also used by leaders to monitor and track actual performance vs the approved budget throughout the Fiscal Year.

Budgets are the detailed financial plans of the companies and individual departments that comprise Flagler Health+. Some of the important steps in developing the budgets involve review of key data, such as the following:

- Patient Volumes (Admissions, Length of Stay, # of tests, # of visits, # of treatments)
- Updates to payment rates for our services published by the federal Medicare program and State Medicaid program and rates paid by other insurance companies such as Blue Cross, United Healthcare, Humana, Aetna and Cigna)
- Resources required (using comparable benchmarks) to deliver services to patients: Employees & Supplies are the largest components.

Walk-In Care provided by



AVAILABLE AT

Publix

WHERE SHOPPING IS A PLEASURE®

WALK-IN CARE PROVIDED BY FLAGLER HEALTH+ NOW OPEN

We're bringing more to the healthcare equation by offering walk-in care at select Publix locations. Our Flagler Health+ Walk-In Care clinics at Cobblestone, Nocatee, and Moultrie Square are now open!

- ✓ Find a location near you, and tell the pharmacy associate at that store that you'd like to use Walk-In Care. They'll get you set up and answer all your questions.
- ✓ A series of on-screen prompts will connect you to the doctor, and you'll talk to them by video.
- ✓ You'll see a variety of tools - thermometers, pulse and blood pressure monitors, etc. - connected to the monitor. You'll use those with the doctor's guidance, and the results go to the doctor in real-time.
- ✓ You can pick up your prescription or over-the-counter medication (if needed) right at the pharmacy once you're done!

- New services and locations that are being added at Flagler Health+ (Murabella, Nocatee, Virtual Visits are examples)
- Equipment and Space needs for services

We are confident in the budget established for fiscal year 2020. You will see many important projects, innovative technologies, dynamic programs and investments in our staff happen in in the coming year throughout every area of our health enterprise. We appreciate the hard work of all who participated in the budget process and the ongoing support from every member of our team.

Healthgrades Recognizes Flagler Hospital with Excellence Awards and Five-Star Ratings for Clinical Quality

Congratulations to Our Physician Partners and Staff for These Outstanding Achievements!

HOSPITAL WIDE

Recipient of Healthgrades® 'America's 100 Best Hospitals' Award™ for 3 Years in a Row (2018-2020)
Recipient of Healthgrades® 'America's 250 Best Hospitals' Award™ for 7 Years in a Row (2014-2020)

BEST SPECIALTY

One of Healthgrades America's 100 Best Hospitals for Orthopedic Surgery™ in 2020

CARDIAC

Five-Star Recipient for Treatment of Heart Attack in 2020
Five-Star Recipient for Defibrillator Procedures for 3 Years in a Row (2018-2020)
Five-Star Recipient for Pacemaker Procedures for 2 Years in a Row (2019-2020)

ORTHOPEDECS

Recipient of the Healthgrades 2020 Orthopedic Surgery Excellence Award™
Recipient of the Healthgrades Joint Replacement Excellence Award™ for 5 Years in a Row (2016-2020)
Named Among the Top 10% in the Nation for Overall Orthopedic Services in 2020
Named Among the Top 10% in the Nation for Joint Replacement for 5 Years in a Row (2016-2020)
Five-Star Recipient for Total Knee Replacement for 6 Years in a Row (2015-2020)
Five-Star Recipient for Hip Fracture Treatment for 5 Years in a Row (2016-2020)

PULMONARY

Five-Star Recipient for Treatment of Pneumonia for 18 Years in a Row (2003-2020)

VASCULAR

Five-Star Recipient for Carotid Procedures in 2020

GASTROINTESTINAL

Recipient of the Healthgrades 2020 Gastrointestinal Care Excellence Award™
Recipient of the Healthgrades General Surgery Excellence Award™ for 5 Years in a Row (2016-2020)
Named Among the Top 10% in the Nation for Overall GI Services in 2020
Named Among the Top 10% in the Nation for General Surgery for 5 Years in a Row (2016-2020)
Five-Star Recipient for Small Intestine Surgeries in 2020
Five-Star Recipient for Gallbladder Removal Surgery for 3 Years in a Row (2018-2020)

APPENDECTOMY

Five-Star Recipient for Appendectomy for 6 Years in a Row (2015-2020)

CRITICAL CARE

Five-Star Recipient for Treatment of Sepsis for 6 Years in a Row (2015-2020)
Five-Star Recipient for Treatment of Respiratory Failure for 5 Years in a Row (2016-2020)

OBSTETRICS AND GYNECOLOGY

Recipient of the Healthgrades Obstetrics and Gynecology Excellence Award™ for 2 Years in a Row (2018-2019)
Recognized by Healthgrades for Superior Performance in Obstetrics and Gynecology for 2 Years in a Row (2018-2019)
Among the Top 5% of Hospitals Evaluated for Obstetrics and Gynecology in 2019
Among the Top 10% of Hospitals Evaluated for Obstetrics and Gynecology for 2 Years in a Row (2018-2019)

LABOR AND DELIVERY

Recipient of the Healthgrades Labor and Delivery Excellence Award™ for 2 Years in a Row (2018-2019)
Recognized by Healthgrades for Superior Performance in Labor and Delivery for 2 Years in a Row (2018-2019)
Among the Top 5% of Hospitals Evaluated for Labor and Delivery in 2019
Among the Top 10% of Hospitals Evaluated for Labor and Delivery for 2 Years in a Row (2018-2019)
Five-Star Recipient for Vaginal Delivery for 5 Years in a Row (2015-2019)
Five-Star Recipient for C-Section Delivery for 2 Years in a Row (2018-2019)



Flagler Hospital Named One of America's Best 100 for Orthopedic Surgery

Flagler Hospital is among the top 10 percent in the nation for orthopedic surgery according to a national report by Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. Every year, Healthgrades evaluates hospital performance at nearly 4,500 hospitals nationwide for 32 of the most common inpatient procedures and conditions using Medicare data, and all-payer data from 15 states for bariatrics and appendectomy procedures. Flagler Hospital's achievement is part of findings released this October in the Healthgrades 2020 Report to the Nation, which underscores the importance of hospital quality to both consumers and hospital executives.

"The hospitals that stand out for exceptional performance in orthopedic surgery should be commended for their long-standing commitment to quality," said Brad Bowman, MD, Chief Medical Officer, Healthgrades. "As consumers are increasingly savvy when it comes to finding and selecting a hospital, patients can be confident when they select a hospital that has achieved this Healthgrades recognition."

Flagler Hospital's comprehensive orthopedic surgery program features an expert surgical team, orthopedic-certified nursing staff, specially trained physical therapists and other support staff who all work together to achieve optimum outcomes for patients.



"This distinction reflects our commitment to inter-professional collaboration, innovation, quality and service. I would like to recognize our Medical Director for Orthopedics, Dr. James Grimes, all our orthopedic surgeons, Chief Clinical Officer Nangy Pulsfus, and all of our incredible teams on the nursing floors, in the ORs and in the quality department for this tremendous achievement."

-Flagler Health+
President & CEO Jason Barrett



FLAGLER HEALTH+ OUT AND ABOUT

Flagler Health+ is a total care enterprise aimed at advancing the physical, social and economic health of the communities we serve. To achieve this, we are expanding our reach beyond all our facilities' walls. This is only possible through the work, support and enthusiasm of our employees.



Our annual Employee Appreciation Fall Festival was a success! Employees and their families enjoyed a night of music, food and fun at the St. Augustine Amphitheater.



Flagler Health+ was excited to be the lead sponsor of the St. Augustine Christmas Parade again this year! Our St. Augustine community is something we truly value, and Flagler Health+ team members were honored to help bring the holiday spirit to everyone at the parade. Seeing the families smile and filled with joy meant so much to us. Also, our Gingerbread Hospital float won the award for Best Overall!



Members of the Flagler Health+ Care Connect team and President and CEO Jason Barrett met with Mary Mayhew, Secretary for the Agency for Health Care Administration, Christopher Stone, Community Partnership School Director for Southwoods Elementary, Randy Kelly, Principal of Southwoods Elementary, Kyle Dresbeck, Associate Superintendent for Student Support Services, and Tim Forson, Superintendent of St. Johns County Schools at South Woods Elementary to discuss the Flagler Health+ partnership with the St. Johns County School District.



Valerie Duquette, Flagler Health+ Director of Behavioral Health Services, was one of the members of the distinguished panel at this year's Children's Behavioral Health Summit.



Armed with medical supplies donated by Flagler Health+, ER doctors and nurses were on the ground in Hope Town Bahamas, alongside paramedics from St. Johns County Fire Rescue, just days after the area was devastated by hurricane Dorian. "I am incredibly proud of the doctors and nurses on our team who raised their hands to help just hours after hearing about the devastation in Hope Town. With the help of Mark Bailey and others, we were able to get clinicians and medical supplies to people in need within a very short timeframe. Now, the work continues and we are committed to supporting the Hopetown Medical Center's restoration."

Some members of the Nocatee development team celebrate the groundbreaking.



Members of the Flagler Health+ team joined DRiV FiTNESS for the 6th annual Cancer Smash fundraising event that supports Flagler Hospital's Cancer Patient Fund. The team raised over \$11,000!

Our team members were out in full force at Pink Up the Pace to support breast cancer awareness.



Flagler Health+ team members volunteered at the Thanksgiving program and dinner at the Boys and Girls Club of Northeast Florida's Players Championship Unit.

IT THAT TIME OF YEAR AGAIN: FLU SEASON!

By Kerry -Spann Caride BSN, RN



The 2018-2019 flu season was moderate in intensity that lasted a record-breaking 21 weeks! The best protection against flu is getting a flu vaccine.

“While the timing of flu season is unpredictable, seasonal flu activity often begins to increase in October, most commonly peaks between December and February, but can last as late as May. CDC recommends that everyone ages 6 months and older get a flu vaccine by the end of October. It takes about two weeks after vaccination for antibodies to develop in the body to protect against flu virus infection.”¹

Here are some takeaways everyone should know. According to The Centers for Disease Control and Prevention (CDC), the flu is contagious and spread by respiratory droplets made when people with flu cough, sneeze or talk. These respiratory droplets can land in the mouths or noses of people who are up to about 6 feet away or possibly and be inhaled into the lungs.¹ Additionally, a person might get the flu by touching a surface or object that has the flu virus on it and then touching their own mouth or nose. Symptoms can range in severity, from mild to severe and possibly hospitalization and/or death. Symptoms include fever, body aches, runny nose, cough, sore throat, headache and fatigue.

There are ways to protect yourself!

- Get an annual flu vaccine – Flagler Health+ partnered with Publix Pharmacy for this year’s flu vaccine program.
- Avoid close contact with sick people
- Wash hands with soap and water or use alcohol-based hand gel
- Avoid touching your eyes, nose and mouth
- Disinfect surfaces and objects you come into contact with

If you are sick:

- Stay home until 24 hours after your fever is gone
- Cover your nose and mouth with a tissue when you cough or sneeze and then throw it away
- Limit contact with others as much as possible
- Wash hands with soap and water or use alcohol-based hand gel
- Avoid touching your eyes, nose and mouth
- Disinfect surfaces and objects you come into contact with

Reference

1. Influenza (Flu) | CDC. Centers for Disease Control and Prevention. <https://www.cdc.gov/flu/index.htm>. Accessed September 16, 2019.

I Pledge Allegiance to My Health



By Renee Wyden and Kyle Murdock

We can all remember reciting the Pledge of Allegiance each morning to begin the school day. While many took the pledge very seriously, proudly vocalizing their allegiance with their right hand over their heart, others simply went through the monotonous motion or didn’t participate at all. Nonetheless, the daily responsibility was meant to instill a sense of pride and loyalty in us. A pledge is a commitment that is made by a solemn promise or agreement to do (or not do) something. Yes, when we make this type of commitment there is an expectation to see it through and earnestly put forth the effort! Bottom line, pledging is a strategy for being loyal to goals that we may otherwise give up on.

Now, with that said, what if we made a daily pledge of allegiance to our health? What if we made a promise to be loyal to our wellness goals? What would that look like for you? Everyone would have a different answer to that last question because we all have different goals and reasons for doing what we do regarding our health. In terms of physical health, what is important to you? Losing weight, lowering blood pressure or perhaps getting 10,000 steps per day? What about psychological health? Does your desire lie in sleeping better, reducing stress or achieving emotional balance? Being “well” means something different to everyone, and we recognize that here at Flagler Hospital. That is why through our CareSteps programs we are committing to the total health and wellness of our employees; body, mind and spirit!

Total health and wellness is achieved through specific, deliberate and ongoing efforts. Pledging allegiance to your health is a promise to make daily choices that not only lead you to a desired state of wellness, but help you to sustain it. YOUR commitment to your own personal health and wellness IS important and it should not be taken lightly. But don’t worry, CareSteps is here to partner you.

Fortunately, the very first step in achieving ANY goal is extremely simple. Step. Think about that for a minute. The first step in reaching your goals or facing your fears is to step. Step strongly and aggressively into your health journey and step in the direction of your fears. This is how we grow, how we get stronger, and how we improve our quality of life. Sure, some of us may feel that we are happy with where we are at in our lives but most of us have at least one thing we can improve on. Why not take the proper step(s) now?

The CareSteps health pledges that will be provided for you in 2020 to allow you to engage in your personal health and wellness as you see fit. They are providing you with the first step. Not to mention, the incentives are a nice addition as well! We challenge you to take advantage of your resources, step out of your comfort zone and step into a healthier you.

Employee of the Month

CONGRATULATIONS TO OUR 2019 EMPLOYEES OF THE MONTH AND PREVIOUS EMPLOYEE OF THE YEAR!

January: Royce Pantin

February: Jessica Snuggs

March: Gay Havard

April: Joan Nizza

May: Mary Jo Edmonson

June: Katie Welch

July: Josh Godwin

August: Paula Canelli

September: Hannah Dennerle

October: JD Carlisle

November: Maria Davis

December: Ashley Mendoza



2019 Employee of the Year: Mike Jones

We ♥ Our Volunteers



Spread the word! if someone you know is looking for a highly rewarding volunteer opportunity, we invite them to participate in the Flagler Health+ Auxiliary Team!

A variety of volunteer opportunities are available in more than 25 hospital departments. Only a four hour shift once per week is all it takes to meet the minimum requirement to get started! Every effort is made to match their interests and schedules.

For more information, please contact the Flagler Hospital Volunteer office at: 904-819-4411.

A Focus on Core Values and the 5-Star Experience

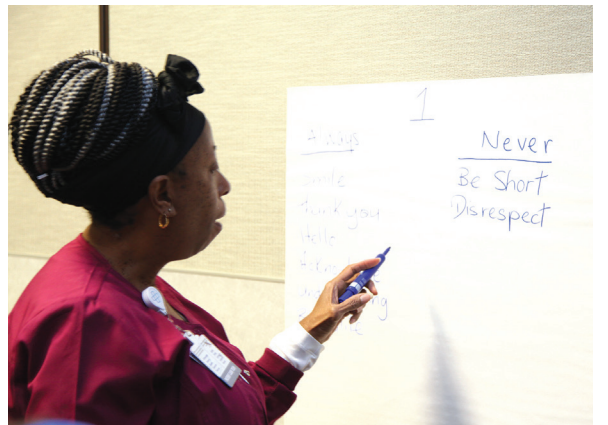
Flagler Health+ has initiated a concentrated journey to achieve a five-star experience across all enterprise touch points and locations. To achieve this, our core values of Quality, Service, Integrity and Innovation must serve as the cornerstone of our organizational culture and support our mission to provide the best patient experience with the best staff. How do we accomplish this? It starts with working together to define a set of non-negotiable standards around those core values. This process began at a health system managers meeting where nearly 100 people participated. All managers then received training on how to run a series of exercises with their teams. Throughout October and November, employees, physician partners and volunteers were asked to generate a series of “always and never” statements linked to our core values. (For example, with Quality as a core value, one suggestion was: “We always put patient safety first” and “We never take shortcuts”.) Meetings were held around the clock and at every location.

The reputation committee was formed by President & CEO Jason Barrett who also personally serves as Chair. Staff from every area of the organization were represented on the committee as well as our physician partners to drive Flagler Health+’s goal to define and deliver a 5-star experience to every patient, everywhere, every time. We appreciate your participation in this exercise.

Meet Steven Thompson, our Administrator of Customer Relationships. You may have seen him recently at one of our morning exercises where we discussed our core values, what they mean to you as employees at Flagler Health+, and how we can continuously strive to turn transactions into interactions. With Steven’s leadership, energy, and enthusiasm, we are discovering and implementing new ways to ensure we are always exemplifying innovation, integrity, service, and quality.

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A Focus on Core Values and the 5-Star Experience



QUALITY

Provide the highest QUALITY of patient and family care



INNOVATION

Advance performance through INNOVATION



INTEGRITY

Conduct ourselves with INTEGRITY



SERVICE

Honor the legacy of SERVICE to our community

ALWAYS

Focus on safety

Be attentive

Provide comfort

Be open to new ideas

Go the extra mile

Look to a solution

Be honest

Be kind

NEVER

Take short cuts

Be unapproachable

Make someone feel like a burden

Say "we've always done it that way"

Say "not my job"

Say "I can't"

Mislead

Forget why we are here

I am the power of





Outpatient Surgery Nurse Susan Glasper (fifth from left) poses with her fellow co-workers after being honored as a Health Care Hero in October.

NEW FLAGLER HEALTH CARE FOUNDATION PROGRAM HONORS HEALTH CARE HEROES

By Patrick Appolonia

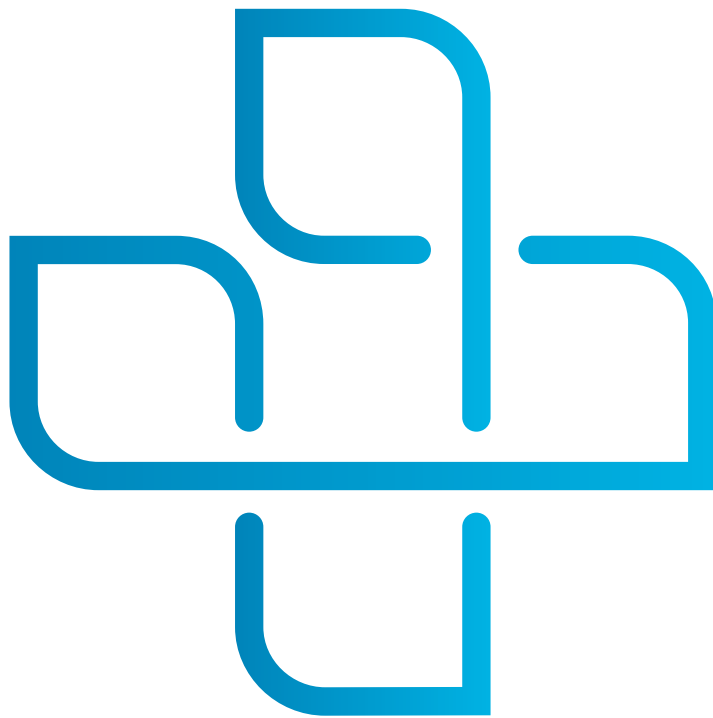
This Fall, Flagler Health Care Foundation implemented a new program to recognize the “heroes” of Flagler Health+, the doctors, nurses, technicians and volunteers who go above and beyond in their specific area of expertise in patient care. Geared towards patients, along with their family members, and friends, the program provides them opportunity to send a special “thank you” to a caregiver who made a difference during their medical visit at any Flagler Health+ facility. According to Jessie Brabender, Annual Giving Manager for Flagler Health Care Foundation, the program will certainly be able to amplify sentiments from patients and their family members like never before, and truly establish the special relationship that patients often have with their care providers while they are patients at Flagler Health+.

“There are many ways that the skilled and compassionate team members at Flagler Health+ enrich people’s lives, and staff at Flagler hear about them every day through letters, phone calls, and expressions of gratitude” Brabender said. “By establishing the Health Care Heroes program, we hope to give individuals a way to formally recognize the exceptional care they received at Flagler Health+.”

When someone makes a gift to Flagler Health Care Foundation in honor of a caregiver who made an experience special, the program also provides them an opportunity to write the caregiver a personalized message of gratitude about that experience. While the donation amount will always remain confidential, foundation staff will personally deliver the message of appreciation to all Health Care Heroes who are recognized, along with a customized lapel pin to identify them, which they care wear proudly while at work. The idea is that this recognition will enhance the healthcare experience for future patients, as selected “heroes” can continue their efforts to continue to provide great patient care, while subsequently serving as inspiration to their fellow team members. In many ways, their co-workers will also directly be impacted by the sentiments, as foundation funds contribute to critical support for programs, staffing, resources, technology and equipment at Flagler Health+ locations. Last year, the foundation was able to provide over \$700,000 in charity care to patients in the community, and this year, it was able to help bolster a new youth behavioral health program, with aims of addressing and alleviating the stigma surrounding mental health.

Those that wish to recognize a caregiver for the Health Care Hero program can do so by visiting www.flaglerhealthcarefoundation.org and clicking the Health Care Heroes link. Brochures and additional information can also be requested by contacting the Flagler Health Care Foundation at giving@flaglerhospital.org, or by calling (904) 819-4625.

Flagler Health+



We are the
power of +