



# 5 in 5

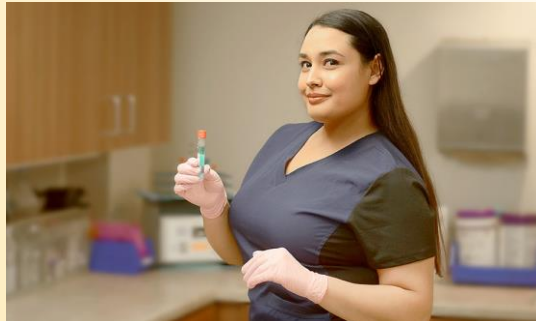
Joseph Remitera, MHSA

HHS Director



# HHS Mission

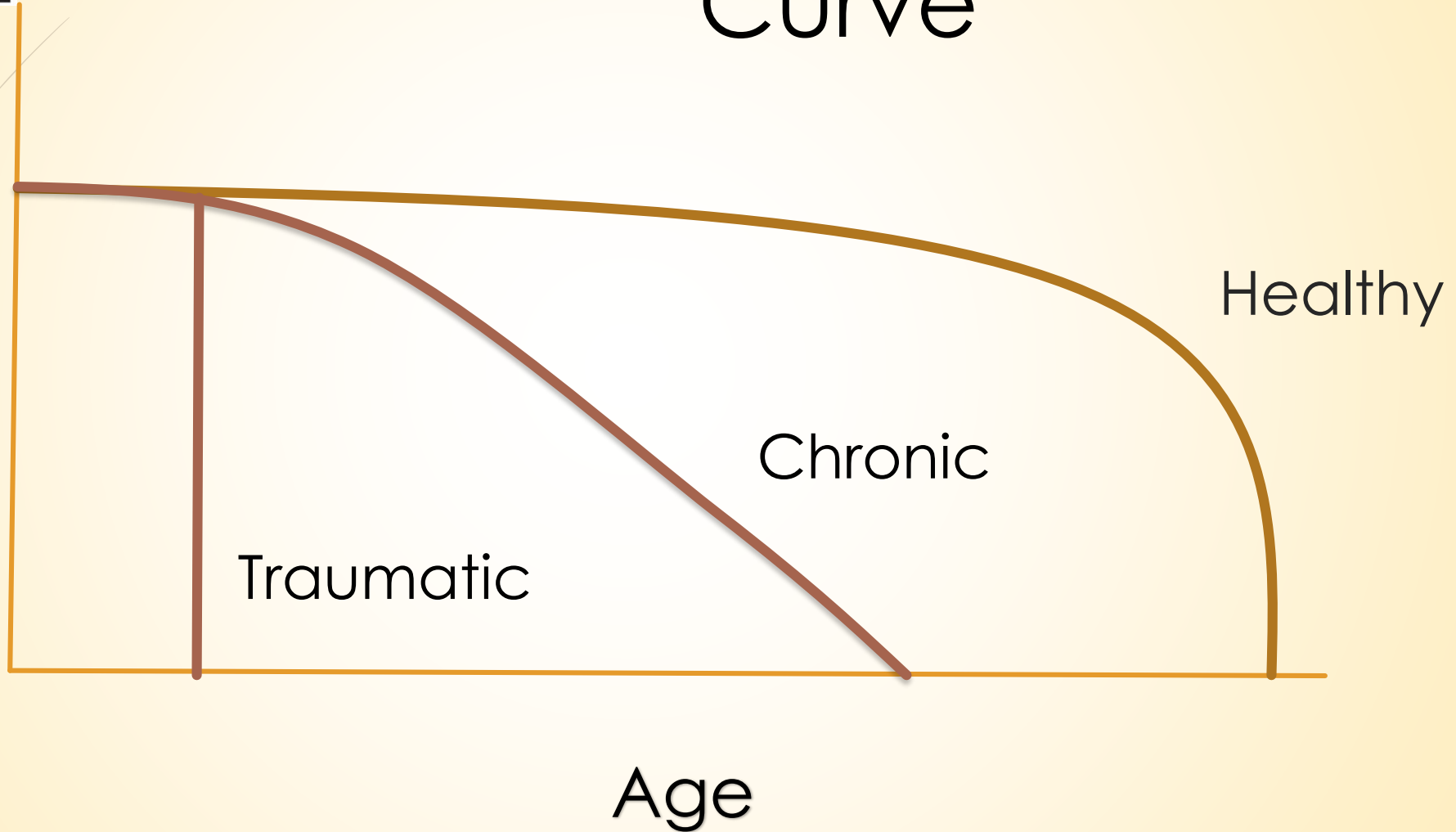
*“Partner with and support those we serve to restore quality of life, health and wellness”.*





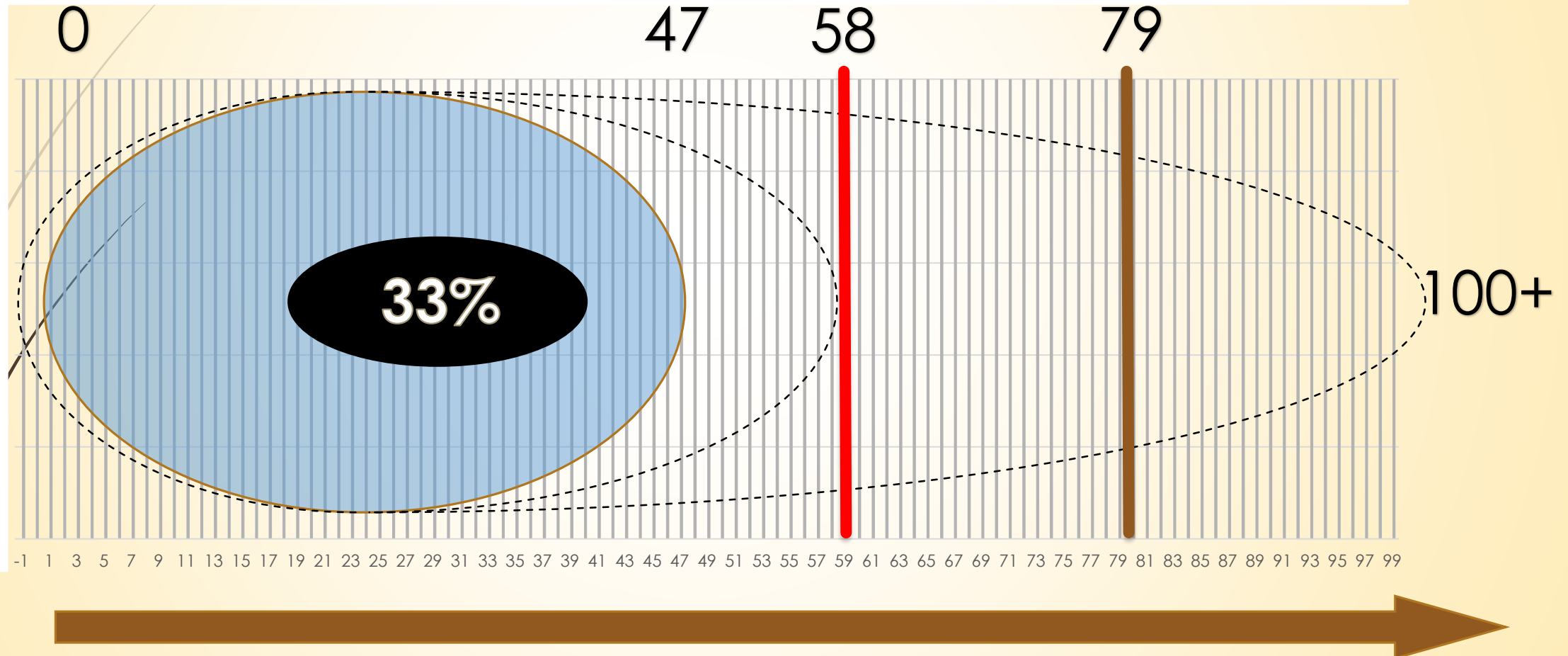
# Health and Wellness Curve

Health



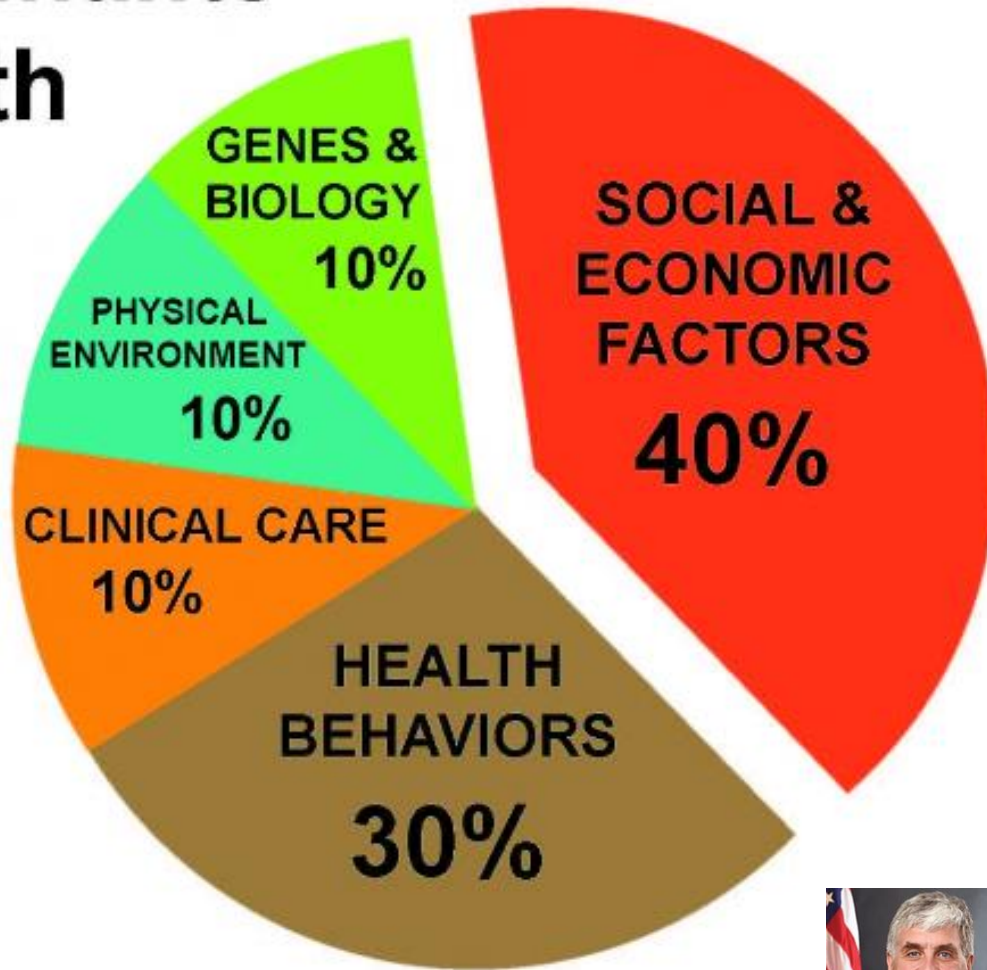


# Average Age of Mortality for Males



**5** Determinants of Health

# Determinants of Health



- Education
- Employment
- Income
- Family & Social Support
- Community Safety



*"...the Number 1 answer to the Opioid Epidemic is jobs."*

- Eric Hargan, HHS Deputy Secretary



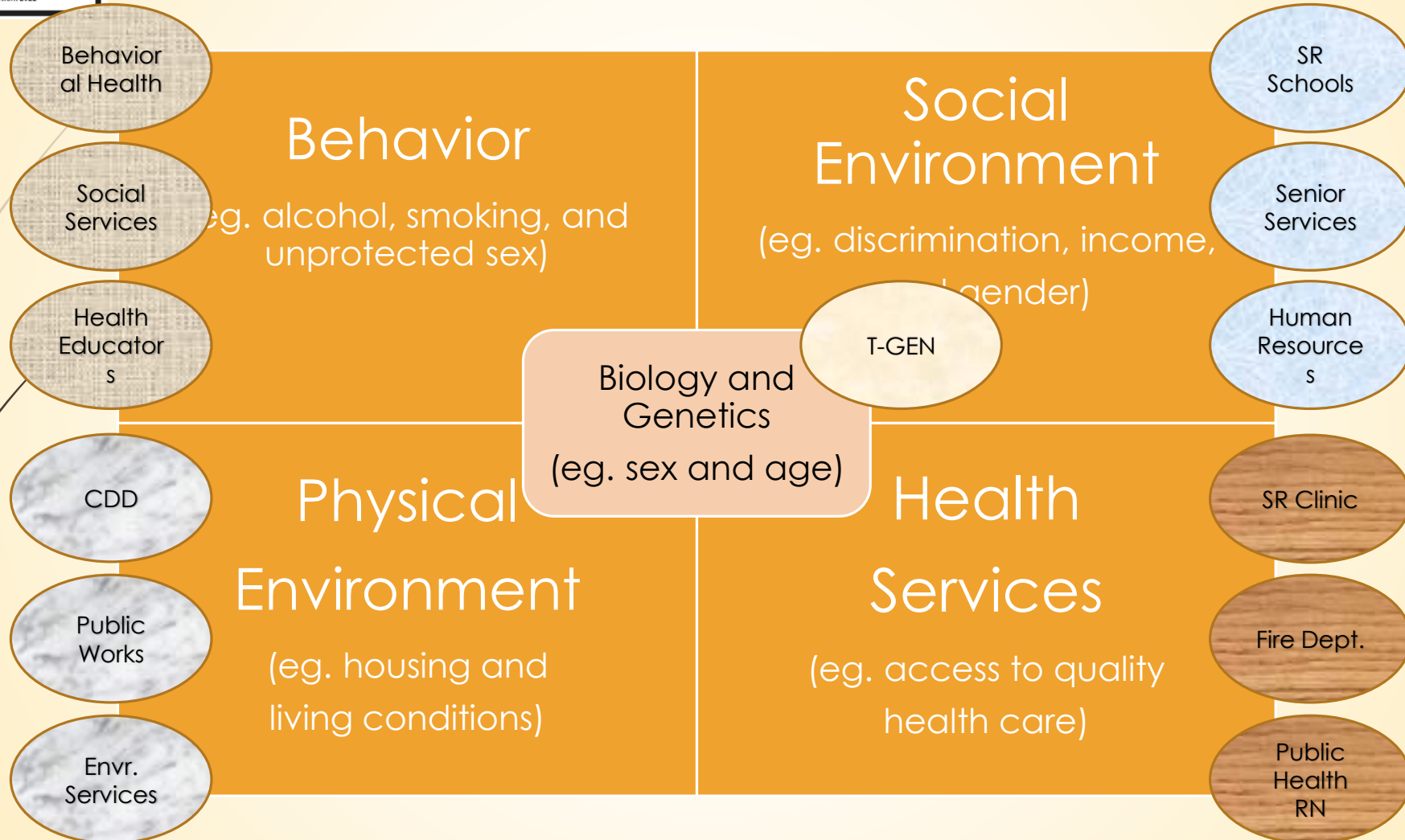


# Breaking Down Silos





# SRPMIC Departments





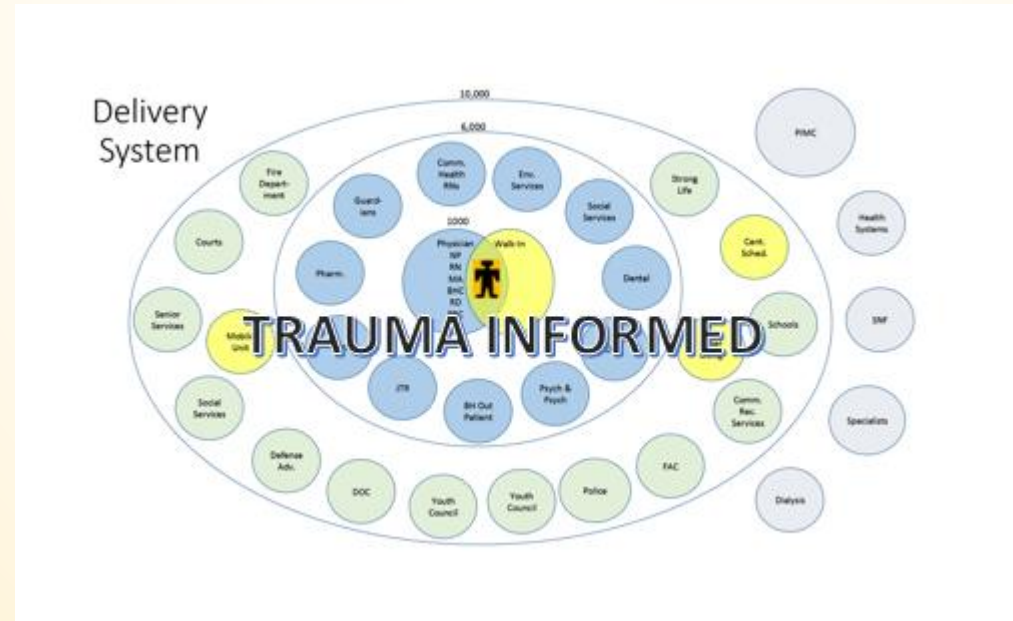
# We Are Our Results

Employee  
Engagement

Customer  
Experience

Quality

Productivity







# Listening to the Voice of Our Customer

Joseph Remitera, MHSA

HHS Director

# What is Our WHY?





# Respect for the Community's Culture

## 2 Cultures: One Vision

- Respect for Elders
- 7 Generations Ahead
- Takes a Village to raise a child
- Traditional roles





# Delivery of Care and Services

Accessibility

Respect

Teamwork



**THANK YOU  
FOR COMING**



# Core Beliefs





# Patient Satisfaction Questionnaire

- Appointment availability
- Involvement in my care decisions
- Recommendation
- Culture and traditions respected
- Recognition of staff
- What can we improve?



# What is Our WHY?

"But in real life ... when you look at the maze you start from the top and go into the maze ... your life, you go down and then you reach a place where you have to turn around ... maybe in your own life you fall, something happens in your home, you are sad, you pick yourself up and you go on through the maze ... you go on and on and on ..."

- Dorothy Lewis



# *To Make Generational Impacts!*