



Conway Lakes

HEALTH & REHABILITATION
CENTER

Matt File
Administrator

Leadership is great vision - it must be combined with action. It's not enough to stare at the wheel; we must get in and drive.

Let's make it happen," says Matt File, administrator for Conway Lakes Rehabilitation Center. It's a statement he makes every day to himself and those who he directs in patient care.

He's an example of those words. Graduating early from the University of Central Florida with a bachelor's degree in Health Service Administration, while at the same time completing an eight-month Florida Board-approved Administrator-in-Training Program; Matt File became one of the youngest full-charge administrator's licensed by the state of Florida.

His story is reflective on the past but it does serve to show that he's driven by serving. It's the kind of service that's more than just paying it back. File is about doing whatever it takes to make his patients happy and his leadership style was set long ago.

As File talks, it's plain to see that his early transition into a leadership role was years in the making. He humbly states "I learned from greatness." He's talking about his father, a man who owned and operated an independent and highly successful pharmacy in Longwood, Florida.

As a teenager, File was a courier for his dad and delivered medications to nursing homes and to senior residences. His father always encouraged Matt to go the extra mile and that meant if a customer needed groceries delivered, or small gardening tasks completed, or just to walk their dog, he did it. He says that's the way his father thought business should be run. Treating people with heart, concern and personalizing the human connection was the founding principle for File's initial business education.

Those standards started at home. It wasn't unusual for his father to respond to after-dinner calls from patients in need. They'd get in the car and take urgent medications to personal residences. "My dad's priorities weren't as foremost as his customers," says File. He didn't even know of his father's multiple sclerosis disease until years after it was diagnosed. "That's just the way my dad was - he lived to serve others and he taught by example," he says.

It was an unforgettable education that was cemented when his father sold his pharmacy. It's been reported that his customer base was even larger than the up and coming and now massive drugstore franchises. File says his father always did "right by people and it wasn't a means to an end - it was just the best thing to do."

File's professional efforts have been recognized in media interviews noted in the April/May 2012 edition of Space Coast Medicine Magazine. The article zeroed-in on File's maverick dynamic addition of services and programs for the active and aging senior populations.

He is a devoted family man and follows his strong spiritual values with his heart, soul and mind.

Continually he brings wisdom, insight and experience to his administrator's role. And it's his steadfast Christian beliefs that enable him to mindfully transform the landscape of patient care with actions that go above and beyond. He makes it all happen with personalization and a keen awareness of service.