



DORIS ISON SOUTH DADE COMMUNITY HEALTH CENTER



COMMUNITY HEALTH
of SOUTH FLORIDA, INC.

"Patient Care Comes First"

2012

ANNUAL REPORT



GREETINGS

Dear Friends,

As I look back over my 28 years at Community Health of South Florida Inc., I am amazed at our growth and our accomplishments. They say you always have to remember where you came from to know where you are going and ours is a humble beginning. In 1971, CHI was just a few volunteer doctors working out of two meager trailers. But back then, it was a significant accomplishment for a woman named Doris Ison to compel others to care for the people of South Miami Dade. Ison, a Florida City woman, with just a third grade education, was passionate enough about her cause that she was able to put the “care” back in health care with her vision to give everyone access to health care regardless of the color of their skin or their economic background.

At the time, South Miami Dade was a place that had been lacking in adequate health care for way too long. Today Ison’s dream has grown into a thriving non-profit healthcare company that reaches people of all ethnicities and income levels. In 2012, we cared for more than 63,000 people with close to 300,000 visits! It is a legacy that Doris Ison would undoubtedly have been proud of and one that I too am so pleased to be a part of.

Over the course of 2012, we took the steps to grow the company by more than 33 percent! We laid the groundwork to plan the grand opening of three new healthcare centers: in West Kendall, South Miami and Coconut Grove. That growth was made possible by close to \$11.9 million in grant funding awards. We also added four school based health centers in 2012 and today we have a total of 42 school centers. Those school based health centers have helped to foster more than just the health of our students here in South Florida. It has been the backbone of a support system to keep children in school and focused on learning.

From children to seniors, we are taking care of some of our most vulnerable population. Community Health of South Florida, Inc. implemented a Senior Center for Excellence program. It is a home away from home for seniors: a place where they can socialize, participate in activities, educational sessions, address their health concerns and simply sit down for a meal.

Our great work has not gone unnoticed. The National Committee for Quality Assurance has designated CHI as a Level 3 Patient-Centered Medical Home. That is the highest level possible and that means we are providing the best and most comprehensive care to our patients. It is an award reserved only for health care centers with a strong connection in physician- patient relationships and it also recognizes coordinated care across multiple settings.

Financially we are much stronger now than we have previously been. Overall, our revenue increased from \$46 million in 2011 to \$49 million in 2012. We were also able to save more than \$1 million in contingencies.

We are poised to accomplish even bigger things in 2013. Plans are in place to enhance our urgent care services, start CT and nuclear imaging in Radiology and break ground on a state of the art Children’s Crisis Stabilization Unit.

Our leaders are also continuing their path in our Journey to Excellence. It is a leadership based program to enhance strong customer service skills. We want to make sure that this is an excellent place for our employees to work and for our patients to receive care.

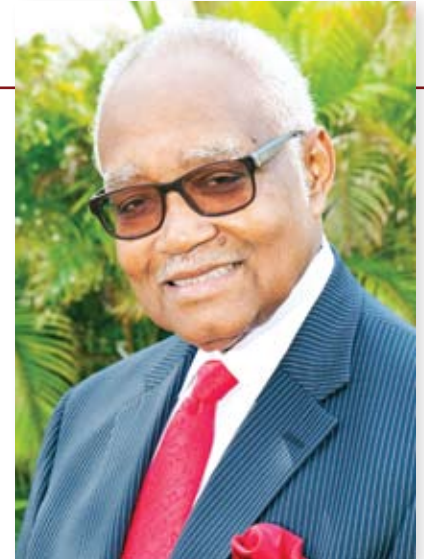
Thanks to the Affordable Care Act, a larger population of people will have health insurance by 2014. We are taking the steps to ensure that we retain our patients when that day comes and open our doors to even more people.

In closing, I want to thank the caring, hard-working staff at CHI and the army of supporters from our government and community. Because of you, Doris Ison’s legacy and optimism continue to thrive.

Sincerely,



Brodes H. Hartley Jr.
President/CEO



BOARD of DIRECTORS

Front Row (left to right):
 Joycilda Williams, Helen Bhagwandin, Anita Youngkin, Claudia Gonzalez, Carolyn Taylor-Pates Secretary, Teresita Roldan

Back Row (left to right):
 Cesar Caicedo, Joseph James Treasurer, Jeffrey Coldren, David Young Sr. Chair, Johnny Brown 1st Vice Chair, Abraham Levy, Preston Cowvins

Not shown:
 Arjun Saluja, Kent Crook 2nd Vice Chair, Nicolas Alvarado, Susan Squella Scott, Ingrid Mapelli Franco, Luis Mario Torrens



EXECUTIVE TEAM



Back (left to right): Natalie Windsor Chief of Staff, Blake Hall Executive VP, St. Anthony Amofah MD. Chief Medical Officer, Rafael Nieves Dir. of Logistics, Tiffani Helberg VP of Communications and Development, Sean St. Louis VP of Finance

Front (left to right): Mireya Mayor VP for Behavioral Health Services, Brodes Hartley Jr. President/CEO, Hermine Pollard VP for Enabling Services and Special Programs, Ida Hernandez Dir. of Human Resources, Mae Goins RN VP for Nursing Services

CORPORATE TEAM

Back Row (left to right):
 Beatriz Fernandez RN Dir. of School Based Programs/Coordinator Migrant Health, Toni Bowen-McDuffey Dir. of Pharmacy, Romanita Ford Dir of Community Affairs and Government Relations, Maurice Hamilton Chief of Security, Blake Hall Executive Vice President, Leterron Lewis Dir. of MIS, St. Anthony Amofah MD Chief Medical Officer, Rafael Nieves Dir. of Logistics, Tiffani Helberg VP of Communications and Development, Robert Johnson DDS Dir. of Dental Services, Armando Hall Laboratory Mngr., Juan Reyes Licensed Risk Mngr., Sean St. Louis VP of Finance

Back Row (left to right):
 Carol Hall Internal Auditor and Compliance Officer, Natalie Windsor Chief of Staff, Mireya Mayor VP for Behavioral Health Services, Brodes Hartley Jr. President/CEO, Hermine Pollard VP for Enabling Services and Special Programs, Ida Hernandez Dir. of Human Resources, Mae Goins RN VP for Nursing Services, Fernando Vila Dir. of Performance Improvement, Kay Dolan Radiology Mngr.



Not Shown:
 MaryAnn Worts RN Dir. of Education and Infection Prevention and Control

CHI CONNECTED TO THE COMMUNITY: 2012 EVENT HIGHLIGHTS



Dr. Robert Johnson and Felicia Stevens both of CHI at Grand Opening for Senior Center for Excellence



West Perrine MLK Breakfast: Tuskegee Mayor Johnny Ford and Brodes Hartley, Jr. CHI Pres./CEO



Annual Robert Bailey/Glen Rice Celebrity Golf Tournament: Gmitri Rice, Glen Rice former NBA player, Derrick Dent, Tito Godoy and Ivan Collins



Annual Southland Mall Back to School Health Fair: Community Partner Miami Hear Team Mascot Burnie and children



Annual Henry Schein's Healthy Lifestyles, Healthy Communities Health Fair: Adult screening



CHI Employee Christmas Party: Frantz Germain & Family



Annual Henry Schein's Healthy Lifestyles, healthy Communities Health Fair: CHI administrators along with local business and community leaders



CHI LINKS Program Birthday party: 2 Year old Shameka Louis- Charles

2012 ACHIEVEMENTS



- Provided health care services to more than 63,000 unduplicated patients with a total of nearly 293,000 patient visits.
- Delivered 868 babies
- Designated as a Level 3 Patient Centered Medical Home. Highest level of recognition for quality and comprehensive care by the National Committee for Quality Assurance.
- Implemented Senior Center of Excellence program: place for Seniors to get medical attention, socialize, eat and receive education.
- Provided 19 Living Healthy Workshops to more than 300 elderly suffering from chronic conditions.
- Performed Oral Cancer screenings for participants in Senior Center of Excellence.
- Expanded Dental services to Saturdays at South Dade, Naranja, & Everglades Health Centers.
- Overall revenue increased from \$46M in 2011 to \$49M in 2012.
- Increased number of employees from 581 in 2011 to 630 in 2012.
- Awarded more than \$11.9M in grant funding; including money to open up three new health care centers: West Kendall, South Miami and Coconut Grove
- Received \$350,000 grant to provide case management services to HIV+ patients.
- Commenced SABA Medical Student Training Program.
- Completed a successful Health Resources & Services Administration (HRSA) site audit.
- Filled more than 216,500 prescriptions at our four pharmacies compared to 182,500 in 2011.
- Continued to Provide Clinical Pharmacy Services at our pharmacies fostering pharmacist/patient interaction in the doctor's exam rooms.
- Hosted ultrasound students from Dade Medical College.
- Expanded to 4 additional school based sites in Miami-Dade County Public Schools.
- Provided care to 1,073 clients through our Healthy Start Program (aimed at reducing infant mortality and improving developmental outcomes.)
- Volume of clients ranked CHI as the #2 Healthy Start provider in Miami-Dade.
- Initiated a new intervention program called shared medical visits. Patients with the same medical diagnoses gather together for group meetings with their provider.
- Passed American Proficiency 2012 tests for chemistry, urinalysis and hematology at 100%.
- Reduced lost-time accidents, slip and fall accidents, and improved our insurance rating.
- Health Connect in Our Community scored 94.21 (out of 100) on an audit. Demonstrating CHI's outstanding efforts to reach out of families without insurance for compliance.
- Implemented Client IQ (patient satisfaction kiosk system) at all health center sites.
- Held 4th Annual Henry Schein/CHI - Health Fair and screened with more than 600 children and families in attendance.
- CHI's Volunteers supported Behavioral Health, Pharmacy, Healthy Start, Family Medicine, Managed Care, Information Desk, Walk-in Services, Accounting, Logistics, Cafeteria, Laboratory and Administration. Resulting in 8,638 hours of service valued at nearly \$159,000.
- Provided 21 CPR classes to a total of 120 employees and 10 Grand Rounds classes to 417.
- Completed a community health needs assessment. Painted and upgraded the Naranja Health Center.

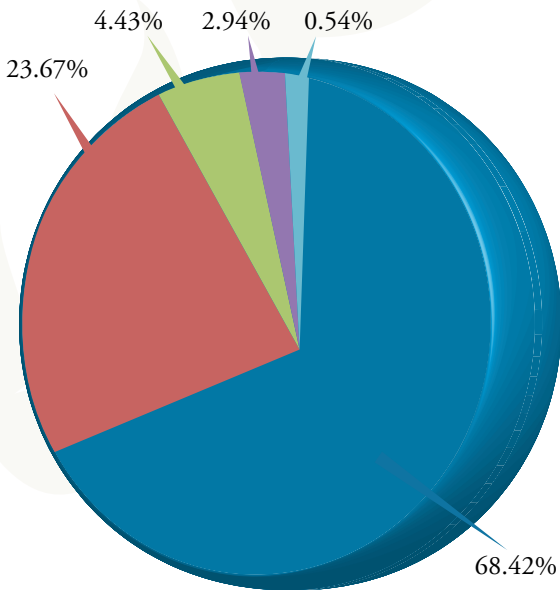


INCOME STATEMENT

	2012	2011
REVENUES:		
Grant revenue	\$22,302,003	\$20,071,629
Net patient revenue	\$24,955,290	\$24,269,956
Other revenue	\$362,160	\$215,653
Donated facilities	\$1,488,000	\$1,488,000
Total Revenue	\$49,107,453	\$46,045,238
EXPENSES:		
Salaries and benefits	\$31,412,443	\$29,553,764
Other than personnel services	\$14,523,211	\$14,322,225
Rent - In Kind	\$1,488,000	\$1,488,000
Total Expenses	\$47,423,654	\$45,363,989
Net operating income	\$1,683,799	\$681,249



INSURANCE STATUS OF PATIENTS FOR 2012



INSURANCE TYPE	PATIENT AMOUNT	%
Uninsured	\$43,312	68.42%
Medicaid	\$14,982	23.67%
Medicare	\$2,807	4.43%
Private	\$1,859	2.94%
Other	\$343	0.54%
Total	\$63,303	

*Note: All Above Listed Data Derived From UDS
Table 4 - 3rd Party Ins Source Analysis Report

*Note: Above Listed Report Covers Date Range
Jan 1, 2012 - Dec 31, 2012

■ Uninsured ■ Medicaid ■ Medicare ■ Private ■ Other

QUALITY CONVENIENT CARE

CHI offers a “one stop shopping” model. Patients can access a wide variety of services listed below all under one roof. Our services are seamless, affordable and culturally sensitive in our eight health care centers and 42 school based health care centers.

SERVICES PROVIDED

- Family Health
- Pediatrics
- Immunizations
- Dental Services
- OB/GYN
- Pharmacy
- Medication Management
- Vision
- Radiology
- Laboratory
- School Based Health Care
- WIC Services
- HIV/AIDS
- Complimentary Transportation
- Crisis Intervention & Stabilization
- Mental Health Services (child/adult)
- Psycho-Social Services
- Individual & Group Counseling
- Detox (24 Hours)
- Substance Abuse
- Social Services
- Case Management

SPECIAL PROGRAMS

HEALTH CONNECT IN OUR COMMUNITY Targets families to provide insurance enrollment assistance as well as public assistance benefits and provider clinic card/CHC registration.

ENABLING PROGRAM (VIVA BIEN) Provides services to Migrant Seasonal Farm Workers and the homeless population in the South Dade and Everglades migrant communities.

HEALTHY BODY, HEALTHY SOUL (HBHS) Screens, evaluates and educates women ages 18 to 65 on breast and cervical cancer.

SOUTH FLORIDA CENTER FOR REDUCING CANCER DISPARITIES (S.U.C.C.E.S.S.) Recruits African-American and Hispanic women ages 30-65 years old who have not had a pap smear with in the last three years.

COMPREHENSIVE AIDS RESOURCES AND EDUCATION SERVICES (C.A.R.E.S) HIV/AIDS testing and counseling linked to medical and dental care.

HEALTHY START: Program designed to reduce infant mortality and improve developmental outcomes by helping pregnant women and mothers with children.

PREVENTATIVE MANAGEMENT PROGRAM FOR THE EFFECTIVE RECOVERY (P.A.M.P.E.R.) Reduces health disparities and improves care outcomes for patients with chronic diseases or at risk for defined cancers.

CHI LINKS (LEARN, INFORM, NAVIGATE, KNOWLEDGE, SUPPORT) Healthy Steps is designed to maximize early childhood development testing, family education and more.

OUR MISSION



“Patient Care Comes First”

To deliver safe, compassionate, accessible and culturally competent quality health care services to the people of South Florida.

URGENT CARE CENTERS

**DORIS ISON
HEALTH CENTER**
10300 S.W. 216th Street
Miami, FL 33190
(305) 253-5100
Mon - Sun: 2:00pm - 10:00pm

**MARTIN LUTHER KING, JR.
CLINICA CAMPESINA**
810 West Mowry Drive
Homestead, FL 33030
(305) 248-4334
Mon - Sat: 2:00pm - 10:00pm

SCHOOL BASED HEALTH CENTERS

Airbase Elementary
12829 Sw 272nd Street
Homestead, FL 33032
Phone: (305) 258-7238

Avocado Elementary
16969 S.W. 294th Street
Homestead, FL 33030
Phone: (305)242-6142

Bowman Ashe Doolin K-8 Academy
6401 S.W. 152nd Avenue
Miami, FL 33193
Upper Academy
Phone: (305) 383-5418

Bowman Ashe Doolin K-8 Academy
6601 S.W. 152nd Avenue
Miami, FL 33193
Lower Academy
Phone: (305) 386-6667 Ext. 237

Campbell Drive K-8 Center
15790 S.W. 307th Street
Leisure City, FL 33033
Phone: (305) 242-8466

Campbell Drive Middle
900 N.E. 23rd Avenue
Homestead, FL 33033
Phone: (305) 248-4348

Coconut Grove Elementary
3351 Matilda Street
Miami, FL 33133
Phone: (305) 442-7768

Colonial Drive Elementary
10755 S.W. 160th Street
Miami, FL 33157
Phone: (305) 232-4673

Coral Gables Senior High School
450 Bird Road
Coral Gables, FL 33146
Phone: (305) 445-6127

Ethel F. Beckford / Richmond Elem.
16929 S.W. 104th Avenue
Miami, FL 33157
Phone: (305) 278-5207

Flagami Elementary
920 S.W. 76th Avenue
Miami, FL 33144
Phone: (305) 260-1598

Florida City Elementary
364 N.W. 6th Avenue
Florida City, FL 33034
Phone: (305) 242-6183

Francis S. Tucker Elementary
3500 Douglas Road
Miami, FL 33133
Phone: (305) 774-3470

G. Holmes Braddock High School
3601 S.W. 147th Avenue
Miami, FL 33185
Phone: (305) 225-9729 Ext. 2126

Gateway Environmental K-8 Center
955 S.E. 18th Avenue
Homestead, FL 33035
Phone: (305) 257-6000 Ext. 8104R.R.

G.W. Carver Middle
4901 Lincoln Drive
Miami, FL 33133
Phone: (305)444-5250

H.A. Ammons Middle School
17990 S.W. 142nd Avenue
Miami, FL 33177
Phone: (305) 971-4919

Homestead Middle
650 N.W. 2nd Avenue
Homestead, FL 33030
Phone: (305) 242-8505

Homestead Senior High
2351 S.E.12th Avenue
Homestead, FL 33034
Phone: (305) 245-7000

Howard D. McMillan Middle
13100 S.W. 59th Street
Miami, FL 33183
Phone: (305)386-4947

Irving & Beatrice Peskoe K-8 Center
29035 S.W. 144th Avenue
Homestead, FL 33033
Phone: (305) 242-8340 Ext. 2123

John Ferguson Senior High School
15900 S.W. 56th Street
Miami, FL 33185
Phone: (305) 752-0834

Laura Saunders Elementary
505 Sw 8th Street
Homestead, FL 33030
Phone: (786) 243-4955
Fax: (305) 247-8488

Leisure City K-8
14950 S.W. 288th Street
Homestead, FL 33033
Phone: (305) 242-6113

Ludlum Elementary
6639 S.W. 74th Street
Miami, FL 33143
Phone: (305) 667-5551 Ext. 135

Perrine Elementary
8851 S.W. 168th Street
Perrine, FL 33157
Phone: (305) 378-8184
Fax: (305) 251-8265

Ponce De Leon Middle
5801 Augusto Street
Coral Gables, FL 33146
Phone: (305) 663-7425

Redondo Elementary
18480 S.W. 304th Street
Homestead, FL 33030
Phone: (305) 242-8525

Royal Green Elementary
13047 S.W. 47th Street
Miami, FL 33175
Phone: (305) 378-8184

Fax: (305) 251-8265

Royal Green Elementary
13047 S.W. 47th Street
Miami, FL 33175
Phone: (305) 221-4452 Ext. 2171

R.R. Moton Elementary
18050 Homestead Avenue
Perrine, FL 33157
Phone: (786) 573-7025

Silver Bluff Elementary
2609 S.W. 25th Street
Miami, FL 33133
Phone: (305) 856-5197 Ext. 2134

South Dade Senior H.S.
28401 Sw 167th Avenue
Homestead, FL 33033
Phone: (305)247-4244 Ext. 2134

South Miami Senior High School
6856 S.W. 53rd Street
Miami, FL 33143
Phone: (305)669-8057

South Miami Middle
6750 S.W. 60th Street
Miami, FL 33143
Phone: (305) 669-7012

South Wood Middle
16301 S.W. 80th Avenue
Miami, FL 33157
Phone: (305) 256-3296

Sunset Elementary
5120 Sunset Drive
Miami, FL 33143
Phone: (305) 667-2028

Sylvannia Heights Elementary
5901 S.W. 16th Street
Miami, FL 33155
Phone: (305) 267-4319

West Homestead Elem.
1550 S.W. 6th Street
Homestead, FL 33030
Phone: (305) 242-8545

West Miami Middle
7525 S.W. 24th Street
Miami, FL 33135
Phone: (305) 263-8892

William A. Chapman Elementary
27190 S.W. 140th Avenue
Homestead, FL 33032
Phone: (305) 242-8375
Fax: (305) 245-1331

Zora Neale Hurston Elementary
13137 S.W. 26th Street
Miami, FL 33175
Phone: (305)222-8152 Ext.275

NON-HealthConnect School

Dorothy M. Wallace COPE South
10225 S.W. 147th Terrace
Miami, FL 33176
Phone: (305) 253-8073

HEALTH CARE CENTERS



COCONUT GROVE HEALTH CENTER
3831 Grand Avenue • Miami, FL 33133
Phone: (786) 245-2700

DORIS ISON HEALTH CENTER
10300 S.W. 216th Street • Miami, FL 33190
(305) 253-5100

Hours of Operation:
Mon - Fri: 8:30am - 5:00pm
Saturday & Sunday: Closed

EVERGLADES HEALTH CENTER
19300 S.W. 376th Street • Florida City, FL 33034
(305) 246-4607

Hours of Operation:
Tue - Fri: 8:30am - 6:00pm
Saturday: 8:00am - 12:00pm
Sunday & Monday: Closed

MARATHON HEALTH CENTER
2855 Overseas Highway • Marathon, FL 33050
MM 48.5
(305) 743-4000

Hours of Operation:
Tue & Thur: 8:30am - 7:00pm
Wed & Fri: 8:30am - 5:00pm
Saturday: 10:00am - 2:00pm
Sunday & Monday: Closed

MARTIN LUTHER KING, JR. CLINICA CAMPESINA
810 West Mowry Drive • Homestead, FL 33030
(305)248-4334

Hours of Operation:
Mon & Fri: 8:30am - 5:00pm
Saturday & Sunday: Closed

NARANJA HEALTH CENTER
13805 S.W. 264th Street • Naranja, FL 33032
(305) 258-6813

Hours of Operation:
Tue - Fri: 8:30am - 6:00pm
Saturday: 8:30-12:30pm
Sunday & Monday: Closed

SOUTH DADE HEALTH CENTER
13600 S.W. 312th Street • Homestead, FL 33033
(305) 242-6069

Hours of Operation:
Tues - Fri: 8:30am - 6:00pm
Saturday: 8:00am - 12:00pm
Sunday & Monday: Closed

WEST PERRINE HEALTH CENTER
18255 Homestead Avenue • Perrine, FL 33157
(305) 234-7676

Hours of Operation:
Mon & Wed: 10:30 am - 7:00 pm
Tue, Thu & Fri: 8:30 am - 5:00 pm
Saturday & Sunday: Closed



CHISOUTHFL.ORG

CHI is a not-for-profit corporation partially sponsored/funded by the Florida Dept. of Children and Families, District 11, the Florida Dept. of Health, HRSA, Bureau of Primary Health Care, Public Health Trust of Miami-Dade county, The Children's Trust and the Health Foundation of South Florida.

