

## A MESSAGE FROM THE PRESIDENT

We've had two years of experience with the Affordable Care Act, so often called Obamacare, and we've seen its positive impact. As a result, we have better access to prevention and wellness, two of my critical goals for healthcare. It has reduced costs and offered coverage for people with pre-existing conditions. It offers new measures to reduce fraud in Medicare.

Repeal of this historically critical act would have devastating effects. Free preventive care like vaccinations, cancer screenings, and check-ups or annual wellness visits would be gone. In Florida, nearly 225,000 young adults—many struggling financially—might get dropped from their parents' plans. Seniors would still be stuck with that doughnut hole in prescription coverage. Without the act, many hard working Americans, and some who seek any work at all, would

watch life saving care for cancer and other budget-busting conditions vanish completely.

As I've mentioned before, when families lose health insurance along with their jobs, they turn to centers like ours. CHI provides life extending, life saving care for these families. We act as their trusted family doctor. Across America, 40 percent of such patients have no insurance at all. Slightly fewer patients are on Medicaid. We are a front-line prevention system that treats people who otherwise would have to wait, then run to the Emergency Room, creating higher costs for that event.

In times of discussions about repeal of the Affordable Care Act, when it's just beginning to have an impact, when most of its improvements will happen by the end of next year, I must emphasize the huge costs savings it

brings for America's healthcare each year. CHI and other community health centers treat about 23 million patients and save Medicaid and taxpayers \$6 billion annually. We treat 14 percent of Medicaid patients with one percent of Medicaid's budget.

The act upheld by the Supreme Court last month is not perfect. It's a complicated solution to years of inaction. But it should be, and can be, improved over time. That's a lot more cost effective. It's a lot healthier. And it's better for all Americans.




Brodes H. Hartley

## HENRY SCHEIN'S HEALTHY LIFESTYLES, HEALTHY COMMUNITIES: A HUGE SUCCESS

Hundreds of children, ages 4-18, and their parents received free medical and oral health screenings on Saturday, August 4th at Community Health of South Florida's Doris



Ison Health Center. The screenings were offered as part of Henry Schein's *Healthy Lifestyles, Healthy Communities* program.

Health care volunteers provided basic



medical screenings as well as dental, vision, hearing and asthma screenings. They also addressed diseases and risk factors that commonly afflict children such as hypertension, diabetes, obesity and poor oral health and offered information to parents on prevention and treatment.

Among the many highlights of the day's activities were special guest appearances by Ronald McDonald, T.D. the Miami Dolphins mascot and Burnie, the Miami Heat mascot.

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### 7 Convenient Locations For A Growing South Florida • 305.253.5100 • WWW.CHISOUTHFL.ORG

**DORIS ISON HEALTH CENTER**  
\*Urgent & Behavioral Care  
\*Pharmacy

10300 SW 216 Street  
Miami, FL 33190  
305 | 253.5100

**MLK CLINICA CAMPESINA**  
\*Urgent Care  
\*Pharmacy

810 W. Mowry Street  
Homestead, FL 33030  
305 | 248.4334

**MARATHON HEALTH CENTER**  
\*Pharmacy

2855 Overseas Hwy  
Marathon, FL 33050  
305 | 743.4000

**NARANJA HEALTH CENTER**  
\*Pharmacy

13805 SW 264 Street  
Naranja, FL 33032  
305 | 258.6813

**EVERGLADES HEALTH CENTER**

19300 SW 376 Street  
Florida City, FL 33034  
305 | 246.4607

**SOUTH DADE HEALTH CENTER**

13600 SW 312 Street  
Homestead, FL 33033  
305 | 242.6069

**WEST PERRINE HEALTH CENTER**

18255 Homestead Ave  
Perrine, FL 33157  
305 | 234.7676

Active since 2006, Henry Schein's *Healthy Lifestyles, Healthy Communities* has been providing underserved children and their caregivers in communities across the United

States access to health care and free medical and dental services. This year's 6th annual program was co-sponsored by Community Health of South Florida (CHI), Prestige Health

Choice, United HealthCare, Miami-Dade County, the Miami Heat, McDonald's, TD Bank, Florida Heart Research Institute and Florida Healthcare Plus.



Henry Schein's registration staff welcoming guests



Providing memories for the little ones



Patients receiving oral health screenings



Guests enjoying a relaxing massage



Henry Schein's staff giving blood pressure screenings



Guests enjoying the face painting station



Henry Schein's staff conducting family health screenings



Guests and staff pose with the Healthy Lifestyles, Healthy Communities mascot



Guests and staff pose with the Healthy Lifestyles, Healthy Communities mascot



Young dancers performing for the crowd



Henry Schein's staff



A Mariachi band spicing things up with a lively show

## CALENDAR OF EVENTS

September 20th – *Take a Loved One to the Doctor Day*

October 1st – 5th – *National Customer Service Week*



# MEN'S HEALTH MONTH: *A Priority This Summer*

By St. Anthony Amofah,  
MD, MBA, CHCQM, FACP



Men are 24 percent less likely than women to have visited a doctor in the last year. And men need all the reminders we healthcare professionals can deliver.

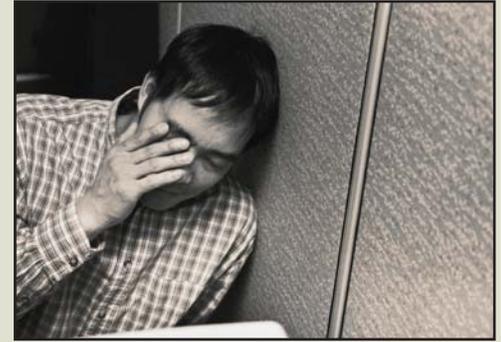
In all my years at CHI, I've seen how often our South Florida patient base reflects the nationwide pattern. Men are slow to seek medical advice and help, despite today's improved and effective procedures. Men at least should be screened for such common problems as diabetes; high blood pressure; high cholesterol; prostate, colorectal and skin cancers; and HIV and sexually transmitted infections.

Too many men adopt a so-so approach to good health care at an early age and change little all the way to retirement age. That casual

approach to prevention puts a larger burden on the health care system. The worse cases involve violence and addiction. Today's economic conditions add to the "silent crisis" many men go through as they try to tough it out at home and at work.

It's common for the issue to spread to friends and family. Women see the impact on the important men in their lives who put off seeking medical help. That neglect creates another statistic—women outlive men by more than five years. Older women are three times more likely to be living alone. There are more women in nursing homes and more living in poverty, because their husband died early. There's another burden on the health care system—those widows more likely need public assistance. And I'm sure that many would like to have had their husband around for those later years.

Take a look at the good information at [www.health.nih.gov](http://www.health.nih.gov). The National Institutes



of Health, part of the U.S. Department of Health and Human Services, the nation's medical research agency. Its mission is to research living systems and apply their findings to enhance health and reduce illness and disabilities. Each institute provides readers with the health information and assistance they need.

We at CHI care, too, and we have many services that could improve the lives of South Florida men and boys. If it's been too long, please see a doctor soon.

## CHI – YOUR MEDICAL HOME

Here at CHI, we strive to give our patients the best and most reliable care. We want them to feel as if this is their home. To do this, we have developed a way for patients to be in control and decide exactly what they want. Patients can select or be assigned one of our doctors, health care practitioners and, yes, their own Care Team. Care Teams include the doctor or health care practitioner, nursing staff, financial services specialists and care coordinators.

Each time our patients come for a visit, they will know they are receiving care from their personal Care Team and feel comfortable knowing they are working with people they have built a connection with. This builds trust and helps them feel at home.

Our patients can feel free to engage family and significant others when seeking the advice and support of the Care Team. Our staff is multilingual and has access to

translators so everyone feels welcome.

Our specialists and Care Teams always strive to be as timely as possible and will continue to place their patients' needs first and foremost. They will order all medication refills and lab tests. Our patients should feel comfortable discussing any of their health issues, and we welcome their questions.

Again, our goal here at CHI is to be your

medical home where you can come and know that you are being taken care of. We are here to support your every need, because your health is our main priority.



## CONGRATULATIONS CHI



*Magellan Health Services recently recognized CHI with an award pictured (right) for maintaining diligence in documentation and attaining a clinical record review of 97%.*

# “JOURNEY TO EXCELLENCE”

## *Rewards and Recognition Committee*

Congratulations to April 2012 "Journey to Excellence" honoree, Elizabeth Philippe, Physician at Martin Luther King Health Center, with her certificate of achievement. Also pictured are Mae Goins, RN, Vice President of Nursing Services (right) and Mireya I. Mayor, MSN, MHSA, Vice President for Behavioral Health Services (left).

CHI would also like to congratulate the other April 2012 nominees for their commitment to the five pillars of the "Journey to Excellence": *Service, Quality, People, Finance and Growth*:

### April 2012 Nominees

**Merlys Garcia**, Family Medicine

*Doris Ison Health Center*

**Joan Maurice-Paris**, MHS-I

*Behavioral Health Services*

**Elizabeth Philippe**, Physician

*Martin Luther King*

**Margarita Melo**, Family Medicine

*Doris Ison Health Center*



## SECURITY SYSTEM WELCOMES NEW LOOK

This past June, CHI's Security Department received a major makeover that offers a new embroidered uniform patch, specially created to incorporate CHI's new logo. There's now a ranking structure that includes the wearing of collar brass, which has increased morale and gives the department a sharper new look. Along with the patches for their uniform, the department's forms, entrance doors, vehicle and new golf cart all have incorporated the new security logo. Since May, the Security Department has had a new home. It now can be found in the north end of the building, formerly the old CareNet area.

Special thanks from the Security Department to Ms. Laine O. Williams for her involvement in these improvements within the department.



**Chief Hamilton, Blake Hall, Executive Vice President & Deputy Chief Parker**



**Corporal Nelson, Captain Mills, Chief Hamilton, Major Merritt, Deputy Chief Parker and Blake Hall, Executive Vice President**

## THINGS ARE GETTING FRESH IN THE CAFETERIA

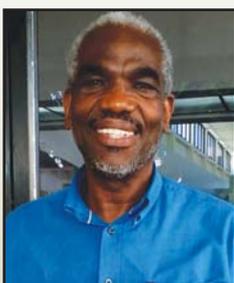
There's a buzz around CHI these days and it has to do with our cafeteria's new salad bar. The message is clear that it's absolutely delicious with its crisp lettuce, fresh offerings and great selection of various toppings to choose from.



**CHI's Cafeteria Team**

## MEDICATION ASSISTANCE PROGRAM

The medication assistance program is made up of three parts. The patient assistance program (PAP) is set up where the patient has to enroll with Keith Williams, the



**Keith Williams, Medication Assistance Manager**

Medication Assistance Manager at our Doris Ison Health Center. He is available Monday through Friday from 9am to 4:30pm. With PAP, the medication is received directly from

the pharmaceutical company and packaged specifically for that patient. The medication is then put aside in the pharmacy until the patient picks it up.

The migrant health indigent drug program is provided from the state exclusively for Behavioral Health patients. The Bulk program is through two companies, Pfizer and Atrazeneca. All eligible patients have access to this program and they can receive one month supply of brand medications at discounted prices. CHI currently has four pharmacies at the following health centers: Doris Ison Health



Center, MLK Clinica Campesina, Naranja Health Center and Marathon Health Center. For more information, please visit our website at <http://www.chisouthfl.org>.

# THE DENTAL MINUTE

Information courtesy of the Academy of General Dentistry and the American Dental Association

## Frequently Asked Questions Dental Department

### What is your mouth telling you?

#### Bad Breath

Everyone experiences stinky breath, but brushing and flossing (including brushing your tongue or using a tongue scraper) should nip bad breath in the bud. What about when it doesn't? It could be a sign of advanced gum disease, so it's important to talk to your dentist before this oral condition ruins perfectly healthy teeth. Most of the time, however, the biggest bad-breath culprit is your diet. "Onion, garlic, and pungent spices will produce mouth odor for hours after consumption," Dr. Leader says. In addition, people who have uncontrolled diabetes, eat a high-protein diet, or suffer from alcoholism tend to have breath with a sweet or fruity odor, from a metabolic condition called ketoacidosis.

#### Swollen Gums

Swollen gums are another sign of gum disease. Even if you believe you have healthy teeth, swollen gums absolutely require a visit to the dentist. Your dentist or dental hygienist will be able to tell right away if you have gum disease — but you can check for swollen gums yourself by drying your gums with a napkin or a tissue and looking in the mirror. Although your swollen gums may feel fine, they tend to bleed during brushing.



#### Eroded Tooth Enamel

During dental erosion, the surface of a tooth or teeth gradually wears away. Any source of acid can erode the enamel of healthy teeth, including acid from citrus fruits and soda. But one of the most common sources of acid in the mouth is due to gastroesophageal reflux disease or GERD, a condition in which acid from the stomach comes up the esophagus, causes heartburn, and reaches the mouth. Another cause of this dental health problem may be bulimia, the eating disorder in which people frequently binge on a large meal and then purge by vomiting.

#### Sour Taste in Your Mouth

If you frequently have a sour taste in your mouth (which is often mistaken for bad breath), it could be another sign of GERD, especially if it's accompanied by a sore throat, chest pain, and a hoarse voice, Leader warns. Besides this oral condition and dental erosion, GERD can lead to other problems such as an esophageal ulcer and inflammation of the esophagus. If you suspect you have GERD, get tested and treated as needed.



## True or False

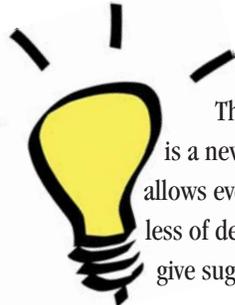
*Problems within your mouth give no indication to your overall health.*

**False** – Conditions of your mouth can signal health concerns in other parts of your body. Some dental conditions such as bad breath and puffy gums can be signs of gum disease. But other oral symptoms, however, may point to something more.

#### Talk to your Dentist About Sex

Among the more dangerous myths floating around these days is that oral sex is a disease-free alternative to intercourse. The fact is, not only can oral-genital contact lead to a sexually transmitted disease (STD), it can — depending on the disease — be harder to spot and more difficult to treat. Your dentist may recognize oral symptoms of an STD and instruct you to see a physician for diagnosis. An oral STD is harder to treat. "Most STDs require a moist environment to survive," Dr. Williams explained. Treatment for an oral component to an STD usually includes an oral antibiotic. To reduce the chances of contracting an oral STD, Dr. Williams encourages individuals to practice safer sex by using a condom or a latex barrier.

## BRIGHT IDEAS PROGRAM



The Bright Ideas program is a new initiative for CHI that allows every staff member, regardless of department or position, to give suggestions for improving the

centers or the company as a whole. This gives all staff members the opportunity to really make a difference for their peers but most importantly, for the patients. Participation has also never been easier; just click on the Bright

Ideas icon on your desktop to get started.

Follow the numbered steps and email your submission to [cfernandez@chisouthfl.org](mailto:cfernandez@chisouthfl.org). It's that simple! Submit your idea today and help make CHI an even better place.

# COMMUNICATING WITH DIFFICULT PEOPLE

*Article Courtesy of Studer Group*

Meet Tom. Tom is one of your colleagues (peer leader) whose behavior regularly interferes with your ability to get along with him, and on many occasions, your ability to get your work done effectively and on time.

He seems to take pleasure in not getting along. You have tried talking to him, but nothing seems to be working. The office rumor mill has labeled him as a difficult person. You want to have a better working relationship, but don't know where to begin. Sound familiar? I am sure we all have had a Tom cross our path during our career journey. This month's Tips are related to enhancing your effectiveness in having conversations with "difficult" people.

## *Some things to consider when dealing with someone you consider difficult:*

- \* You could trigger the behavior that annoys you the most through your actions.
- \* Chances are he doesn't realize that you are upset with him.
- \* Difficult people may provoke you in different ways whether demanding attention by overwhelming others, holding back anger, talking endlessly about irrelevant trivia in your mind, rarely smiling or manipulating everyone.
- \* Remember, the perception of "difficult" is yours and may not be shared by the employee in question.

## *Here are some tips to consider:*

- \* Look to yourself first. Communication goes two ways. Are you doing anything to

evoke the behaviors that annoy you the most? Are you overreacting to what the other person is doing?

- \* Separate the behavior from the person and deal with that. Recognize that the difficulty is in the relationship, not necessarily the person.
- \* Look for special circumstances that produce special behaviors (e.g., sick child, financial issues, school...). If the variables influencing behavior are within your control, look at ways to improve these dynamics.
- \* Openly and calmly discuss the challenge in the relationship. Respectfully telling the truth can begin to form the basis of genuine change. Beware of letting emotion take over the discussion.
- \* Be willing to accept each other for who you are. LISTEN and look for areas of compromise or negotiation. Ask for support in creating a positive change in the relationship.
- \* Be an active participant...things never just "take care of themselves."

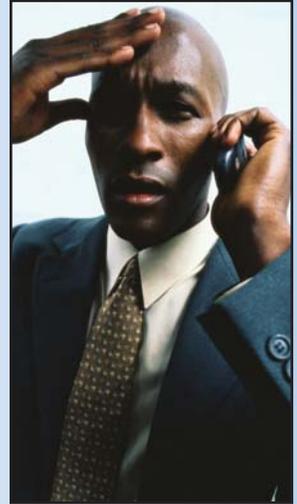
## *Here are some key phrases to improve communication:*

- \* "That's an interesting perspective."
- \* "What do you think of...?"
- \* "When you talk like that, I get upset because..."
- \* "I'd like you to consider these alternatives."
- \* "I really do want to know what you are thinking/feeling."
- \* "We need your contribution in order to..."
- \* "Your participation is important to us."

Communicating with difficult people is never easy. They often don't pay much attention to their own behavior or how others feel about them. But, we must deal with them. The reality of our perceptions can usually be found in different perspectives, different values, different cultures or different life experiences. LISTEN, check your own behavior/reactions, have direct and respectful discussions with the perceived "difficult person" and remain open to resolution. If this person is a direct report, and the behavior crosses into a disciplinary issue, these tips can be very helpful as a first approach. You may need a more formal process if the behavior continues.

***"Be the change you want to see in the world."***

**– Gandhi**



## **Books to Consider**

- \* The Great Employee Handbook (2011)
- \* Results That Last (2007)- Chapter: The Accidental Saboteur-Three Small Sins That Undermine Your Company In A Big Way

# ACTION HERO OF THE MONTH

Congratulations to Allison Madden on receiving July's Action Hero award. Allison went above and beyond to assist a patient in making sure his lab tests were covered by Medicare.

Medicare has certain limitations on the tests they cover. The patient was originally denied the coverage because his diagnosis

was not deemed necessary. As a result of Allison's hard work, our patient received the coverage he needed.

Employees like Allison motivate us to continue our outstanding patient services. Once again, congratulations to Allison.

