

## CHI RECOGNIZED AS HEALTH CENTER QUALITY LEADER WITH HRSA AWARD



*CHI's newest class of medical residents contribute to the overall quality of healthcare within the organization.*

Community Health of South Florida, Inc. (CHI) is recognized by the U.S. Department of Health and Human Services (HRSA) as a “Health Center Quality Leader.” CHI received the award for placing among the top 20 percent nationwide in clinical quality measures.

“This award shows our commitment to providing top quality care,” said Brodes H. Hartley, Jr., President/CEO at CHI. “Our patients can expect that we will always go above and beyond to strive for the best outcomes so that they can lead healthy lives.”

HRSA awarded the designation by comparing CHI’s clinical quality measures to more than 13,000 other health centers throughout the United States.

“Thank you for your commitment

to providing quality primary health care services to your community,” wrote James Macrae, HRSA Associate Administrator, in a letter accompanying the award.

Community Health of South Florida, Inc. (CHI) started out as a beacon of hope for the uninsured more than 45 years ago. Today, it has grown into a comprehensive nonprofit health care company that cares for nearly 83,000 insured and uninsured patients every year. It has 11 health centers spanning from Coconut Grove into the Keys. It also has 35 school-based health centers and a teaching health center. CHI is accredited by the Joint Commission and recognized by the National Committee on Quality Assurance as a Level III Patient Centered Medical Home and CHI was the 2nd Federally

Qualified Health Center in the nation to be designated as a Behavioral Health Medical Home. CHI is also the winner of the Florida Governor’s Sterling Award.

CHI has a one-stop shopping model that allows patients to utilize several services in one location. It has primary care, pediatrics, OB/GYN, dental, behavioral health, vision, urgent care, pharmacy, radiology and laboratory services. CHI even offers free transportation for patients going to and from doctor’s appointments and delivers low-cost prescriptions at no delivery charge.

CHI is also home to the Brodes Hartley, Jr. Teaching Health Center. The residency programs are accredited by the Accreditation Counsel on Graduate Medical Education.

# A Message from the President



Our motto is more than just a catch phrase here at Community Health of South Florida, Inc. (CHI). When we say, "Patient Care Comes First," we mean it! We are constantly striving for excellence and looking at ways to improve our delivery of care for our patients.

We recognize that there is a nationwide shortage of OB/GYN doctors and psychiatrists. According to a doximity study, Miami is ranked as the third-highest city at risk for OB shortages. But here at CHI, we want to make sure that everyone has access to high quality healthcare. That is why we are working to expand our OB and psychiatry departments. We recently hired four new child psychiatrists and we are in the process of bringing three more certified nurse midwives and a new OB/GYN doctor on board. In addition, we are renovating and expanding the Women's Services Department at the Doris Ison Health Center to include part of the space in Radiology.

Our efforts to work toward healthy, life-changing outcomes for patients have received national recognition from Health Resources and Services Administration (HRSA). The agency designated us as a quality leader and placed us among the top 20 percent nationally for clinical quality. I am proud of my team for their tremendous work that resulted in this award. It validates my belief that CHI has some of the best and brightest doctors, nurses and staff.

As we near the end of the year, I encourage you all to look around and consider your cup half full, rather than half empty. It is well documented that gratitude is associated with greater happiness. We all have things to be grateful for big and small. With that in mind, I hope you will also consider donating to CHI to help us build a children's crisis center, a 24-hour in-patient facility for kids with severe behavioral health issues. You'll be helping to heal a young fragile mind. In 1855, Frederick Douglas said, "It is easier to build strong children than to repair broken men." Although he was referencing the slave trade, his words ring true today in the context of mental health. Together we can strive for excellence and change lives for the better.

Yours Truly,

A handwritten signature in black ink that reads "Brodes H. Hartley, Jr.".

Brodes H. Hartley, Jr.  
President/CEO

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# CHI FOUNDATION WINS BIG WITH CASINO NIGHT



*Commissioner Daniella Levine Cava (center) presents Anthony Acevedo, CHI Foundation Chairman (left) and Brodes H. Hartley, Jr. CHI President/CEO (right) with a proclamation declaring it CHI Day.*

Hundreds attended Community Health Foundation's Casino night. From prominent leaders, to business owners, everyone came together to roll the dice and spin the roulette wheel with a charitable purpose on September 7th at Christ the King Lutheran Church Hall, in Pinecrest.

The event raised funding to help Community Health of South Florida, Inc. (CHI) move closer to breaking ground on a Children's Crisis Center at its corporate headquarters, 10300 SW 216 St., Miami, FL 33190.

"We are in desperate need," Dr. Howard Pratt, Child Psychiatrist at CHI, told the crowd. "There are only eight facilities between West Palm Beach and South Miami Dade that will treat children. That is only 160 beds."

CHI currently has an adult crisis unit that is not suitable for kids. Yet, it receives at least 600 children in crisis a year via Baker Act and families that bring their kids in for help, some families as far

away as Key West and St. Thomas. The non-profit healthcare company has to process the child and then transfer them to another facility which can be very difficult given the shortage of available beds for kids. All this can be traumatic for a child suffering from a behavioral health crisis, many of these kids have been abused or are experiencing severe behavioral health issues.

"Last October it just seemed like between Orlando and Miami, hospitals were full, and kids sat in the ER for two days," recalled Dr. Pratt. "So those families are less likely to seek treatment for their kids now."

But attendees at CHI Foundation's Casino Night hope their goodwill will go a long way for these kids. Nearly 40 organizations sponsored the event, attendees bid on trips, an original Salvador Dali painting and fine jewelry, all with the goal of helping to save these children in crisis. The Florida Villager served as a media sponsor.

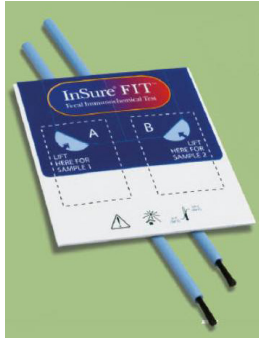
Commissioner Daniella Levine Cava presented CHI with a proclamation at Casino Night declaring that day "Community Health of South Florida, Inc. Day" throughout the County to help raise awareness of the issue and mission.

"We are so grateful for the community's support and partnership in our mission to make this Children's Crisis Center a reality," said Brodes H. Hartley, Jr. President and CEO of CHI. "These families can't wait any longer. Even if you don't have a child in crisis, this issue affects you. These kids go to school with your kid, they grow up and their problems become more intense. They are your neighbors, the person in front of you in the grocery store, your co-worker. Together we need to ensure that there is access to care."

Dr. Pratt echoed those concerns, "It is much easier to treat children with very little and change their lives for the better than it is to treat chronically ill adults," said Dr. Pratt.

# YOU COULD GET PAID FOR POOPING

No, you didn't misread the headline. It is accurate. Community Health of South Florida, Inc. (CHI) has a new incentive program to encourage patients to return their Fecal Immunochemical Test (FIT) test kits, a screening test for colorectal cancer.



According to the Centers for Disease Control, colorectal cancer is the third leading cause of cancer deaths in the United States. But this simple FIT test kit can help with early detection and doctors say that is key to saving lives. Just taking a small stool sample at home and bringing it in to the lab is all that's needed. Every year, those between the age of 50 to 75, or those with a genetic predisposition to the cancer need to be screened. But far too many people avoid the test.

"It's just not a pleasant subject for

people and they find it embarrassing," said Allison Madden, Assistant Vice President for Performance Improvement at CHI. "I think it's out of sight, out of mind. The thought of obtaining a sample discourages patients from returning the test."

The test is only \$10 for the uninsured and covered by all insurance companies. Yet the cost of avoiding the test is priceless when you consider it can save a life.

"Studies have shown that with other health centers the way to increase colorectal cancer screening return rates is by perhaps offering incentives to patients," said Madden.

That is why CHI developed a new program to encourage patients by offering two \$25 Walmart gift cards that the organization will raffle off every month. Any patient who returned a FIT test during that month will automatically be put into the raffle to possibly win one of the two gift cards.

"I think the incentive program will

work," said Tito Iyaogeh, a patient dropping off her FIT test at the lab. "I'm with Ambetter (insurance) and they give you \$25 for taking your physical every year, which is awesome. I make sure I take my physical, my husband takes his physical and my children take their physical every year. The money actually comes in handy."

Iyaogeh said winning the gift card for returning her fit test would be a bonus, but her primary reason for returning the test is easy.

"I need to be healthy," she said. "I want to live long and I want to live a healthy long life!"

CHI employees will also get in on the incentive fun. Those who follow-up with patients and get them to return the FIT test can win \$1 per test for those above 10 returns.

"It will motivate me to increase the colorectal cancer numbers and also to get our patients to return their fit tests," said Sonya Gerald, LPN Care Coordinator. "It also gives me something extra to look forward to."

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