



**COMMUNITY HEALTH
of SOUTH FLORIDA, INC.**

"Patient Care Comes First"

July - August 2016

HEALTHY BITS

Healthy Bits — A Newsletter Published by Community Health of South Florida Inc.

Community Health of South Florida, Inc. Becomes First FQHC Nationwide to Receive Governor's Sterling Award

Community Health of South Florida, Inc. (CHI) is the first Federally Qualified Health Center in the nation to be awarded the coveted Governor's Sterling Award. The South Florida not-for-profit comprehensive health care company has been serving the community for 45 years. The award marks a milestone for the agency as the Sterling award is a difficult accomplishment that only few organizations are able to obtain.

Established in 1992, the Florida Sterling Council is a public/private not-for-profit corporation supported by the Executive Office of the Governor. The Council oversees the Governor's Sterling Award for Performance Excellence, presented annually by the Governor to high performing, role-model organizations.

Governor Rick Scott and the Florida Sterling Council gave the award to just three winners including CHI, Big Bend Community Based Care, and Environmental Protection Commission of Hillsborough County.

"The Governor's Sterling Award winners reflect our focus of making Florida the best state in the nation to live, work and raise a family," said Governor Scott. "I am pleased that Florida is leading the nation and I congratulate this year's top-performing Sterling Award recipients. This award is the highest recognition an organization in Florida can receive for performance excellence. The Governor's Sterling Award process



CHI leadership accepting the coveted Sterling Award in Orlando on June 3, 2016.

is an efficient tool for all organizations that saves Florida businesses millions of dollars annually."

Community Health of South Florida Inc. has utilized data based driven tools and methodology to grow its organization. With 11 health centers and 31 school based centers, CHI offers a wide variety of services including primary care, pediatrics, urgent care, dental, OB/GYN, radiology, behavioral health, laboratory services, pharmacy, free medication delivery and patient transportation to the residents of Monroe and Dade Counties.

"Community Health of South Florida, Inc. has been a trailblazing organization since its inception in 1971, paving the way for innovation, ensuring access for

all to comprehensive healthcare and also as a teaching health center, training the next generation of medical professionals," said Brodes H. Hartley Jr., CHI President/CEO. "The Florida Governor's Sterling Award confirms decades of hard work and dedication as CHI becomes the first Federally Qualified Health Center to receive this prestigious award. We are so proud of the CHI team for their hard work and commitment to earning the Sterling award."

In 2014, CHI made headlines when it became the first Health Resources Services Administration designated teaching health center at a Community Health Center in the state of Florida. This is a critical area where doctors are

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A Message from the President

I am so enthusiastic about the recent achievements of Community Health of South Florida Inc. The dedication and determination of our staff has paid off, as we have been named the first Federally Qualified Health Center in the nation to receive the Governor's Sterling Award. This is much more than an award. It is confirmation that we are a role model organization with outstanding management approaches. It is confirmation that we are high-performing and driven to ensure our patients have the best service. Our quest for the Governor's Sterling Award has been part of our "Journey to Excellence" here at CHI. That journey continues. We will build upon the processes and practices that won us the Sterling award and continue to strive for improvements.



CHI has also done very well with its accreditations. We recently had a very successful Joint Commission survey. They were so impressed with our operations they used us as a reference to help other organizations strive for improvements.

Our Teaching Health Center had a successful American Osteopathic Association accreditation site visit. For a new program the results were outstanding! We also recently welcomed in our third class of residents at the Teaching Health Center. This brings the total to now 28 medical residents at CHI. The leadership is so proud to be part of training and grooming these young doctors. They are a very bright and eager group of residents. I'm confident they will grow to be top clinicians. I'm also hopeful that some will decide to stay at Community Health of South Florida, Inc. long after their residencies have ended.

National Health Center week is a time to celebrate all that we do. This year CHI has a series of events planned for the week of August 6th-13th. Take advantage of our free health fairs with a host of valuable health screenings for the whole family. During that week we will also announce a new partnership with the old Helen B. Bentley Family Health Center. We are grateful for their support in the Grove and their partnership to bring outreach services and a nursing scholarship in the name of Helen B. Bentley.

More good funding news came in the form of a Department of Health and Human Services award for CHI. The federal grant of \$350,000 per year for a total of two years will aid with dental service expansion. CHI will use the money to buy a mobile dental unit to service the northern area of our service region; South Miami and Coconut Grove. The money will also help us service more than 1000 additional dental patients.

As you can see great things continue to happen at Community Health of South Florida, Inc.!

Sincerely,

A handwritten signature in black ink that reads "Brodes H. Hartley Jr." The signature is fluid and cursive.

Brodes H. Hartley Jr.

President/CEO

New residents (back row) and teaching health center leadership (front row) celebrate after the white coat ceremony at CHI on June 21, 2016. This is the third class of residents at the Brodes H. Hartley Jr. Teaching Health Center at Community Health of South Florida, Inc. CHI now hosts a total of 28 residents doing their training in the program. The residents are in the following areas: family medicine, psychiatry and OB/GYN.



CHI Receives Governor's Sterling Award, *continued from Page 1*

needed to better serve this vulnerable population. CHI is also a Level 3 Patient Centered Medical Home, the highest level attainable, and its electronic health record is certified to meet meaningful use requirements.

Community Health of South Florida Inc. was created as a resource for the community serving both the insured and uninsured populations. By providing comprehensive services at each of its health centers, patients receive a holistic approach to healthcare in which they can have medical teams from different specialties working toward

improving their total health. The organization also has outreach and enrollment specialists that help enroll people in the Affordable Care Act and other insurance plans. In addition, there are a number of programs that help the disadvantaged afford life saving treatments and connect them to points of care.

With more than 800 employees, CHI is one of the largest FQHCs in the state. Its mission is to deliver safe, accessible, compassionate and culturally competent quality healthcare services to the residents of South Florida while training the next generation of health care professionals.

CHI ACTION Hero Award Recipient Helps Get Food Stamps for Patients



ACTion Hero Award Presentation (L to R) Brodes H. Hartley Jr. President/CEO; Aldo Hechavarria, Insurance Eligibility Specialist; Celia Mion-Araoz, Licensed Mental Health Counselor; Jean Pierre, Vice President for Behavioral Health Services.

He knew he had to do something. Earlier in the year, the Department of Children and Families (DCF) began enforcing a policy called, "Work Requirements for able body adults without dependents." It required all Supplemental Nutrition Assistance Program (SNAP previously known as food stamp program) recipients to register to work with the Florida Work Force Agency or their food benefits would be discontinued.

Aldo Hechavarria, Insurance Eligibility Specialist for Community Health of South Florida, Inc. (CHI) realized this new enforcement presented a problem for

many of the CHI Behavioral Health patients.

"Some of our patients are on specific medications that might preclude them from working," he explained. "Without proof of work searches, it would mean loss of their much needed SNAP benefits."

Determined to advocate for his patients, Hechavarria, wrote an impassioned plea to Olivia Hernandez, the CHI DCF representative for the SNAP program asking DCF to please consider the hardship these patients would endure because of this.

"I depend on that benefit," an undisclosed patient declared. "I can't work, I have a medical disability that won't allow it. I need my SNAP."

Hernandez, touched by the letter, rushed the plea to her supervisor at DCF. Hernandez and Hechavarria were amazed when that very same day they received word back. DCF, also touched by the issue, agreed that CHI patients with a mental health diagnosis and specific medications that prohibited them from working would no longer be required to present a work search proof. Therefore they would not lose their SNAP benefits.

"I'm grateful that Mr. Aldo, intervened on our behalf," the undisclosed patient exclaimed. "I can keep my SNAP!"

As a result of Hechavarria's successful advocacy, his supervisor, Celia Mion-Araoz, CHI Licensed Mental Health Counselor, nominated him for the ACTION Hero Award, a CHI tradition that honors employees who go above and beyond on their jobs.

One afternoon Hechavarria received a phone call asking him to report to the executive conference room. It was quite a surprise when a room full of people greeted him with cheers and applause as he learned

CHI ACTION Hero Award Recipient Helps Get Food Stamps for Patients, *continued*

he had won the ACTION Hero Award.

“Wow...what a surprise. If I had known I would have at least worn a tie,” he joked.

“I am so pleased that Aldo’s quick action has caused this change that will help our patients receive their benefits without delay,” said Mion-Araoz with pride.

This is going to help not just the patients he advocated for, but

all of the current CHI Behavioral Health patients with this issue, and also those to come.

“Aldo made sure to see this issue through to the end. He does this everyday with all the patients he assists,” said Mion-Araoz. “He is a hard worker and a team player. Many in our department feel he is our unsung hero. I would like to change that by honoring him with the ACTION Hero Award.”

Fostering Takes a Special Kind of Love

Trying to hold back tears she sobbed, “Someone has to love them.” Felicia Ferguson, a long time foster parent, has spent most of her adult life caring for troubled children. Most of those kids lacked devotion and compassion from their biological parents and Ferguson was determined to make up for that.

“Kids didn’t ask to be here, we brought them here,” said Ferguson. “It’s not their fault. They need love.”

She was one of 20 foster parents recognized with a special certificate at the annual Community Health of South Florida, Inc. (CHI) Foster Parent Recognition Celebration. Seven of those families received awards for their devotion of more than 4 years of foster parenting.

“May was National Foster Care Month. We wanted to honor our foster parents as an appreciation for all they do,” said Bianca Caceres, CHI Licensing Compliance Manager. “Everyone was awarded because they are all very special to us. It really does take a special kind of person to be a foster parent. It’s not for everybody.”

Caceres is one who sees first hand the heartbreak these children and parents endure.

“Children are placed in therapeutic foster care to enable the child to manage and to work toward resolution of the child’s emotional, behavioral or psychiatric problems in a supportive, flexible home setting,” said Caceres.

Since its inception seven years ago, the therapeutic foster care program has seen a lot of growth. It has been a labor of love that has grown for CHI. When the program started, there were two active houses and four foster children. Today there are 20 active homes with a capacity of 40 beds. By the end of this year there will be an additional ten houses and 40 children.

Ferguson’s own biological children grew up with foster kids as siblings. They are all now adults, but she still fosters two young girls ages 10 and 12.



(Left to Right) Foster parent Felicia Ferguson receives Award of Excellence from Ilem Morales, Coordinator for Therapeutic Foster Care and Maria Canler, Licensing Compliance Manager.

“They have a love/hate relationship. We are working on that,” she chuckled. “I guess that is typical of real siblings too.”

Caceres and the other CHI foster program staff are encouraged by how the program inspires others.

“We have foster parents of foster parents. A young foster mother we currently have was the biological child in a household with foster siblings. This experience encouraged her to become a CHI foster mom herself.”

Ferguson’s desire to nurture children never ends. She is currently in the process of adopting one of her former foster children.

“He’s very special to me. I have been in touch with him since he left my foster care a couple years ago. We have a special bond. He needs me. I need him, too.”

With two young foster girls and soon adopting a 13 year old boy, she comments, “It’ll be easy. I’ll just make a bigger pot of food.”

CHI Celebrates 45 Years of Service During National Health Center Week

Forty five years as a top leader of healthcare services in the South Miami-Dade and the Upper Keys communities is certainly an accomplishment to celebrate. That is exactly what Community Health of South Florida, Inc. (CHI) has planned with a series of events from August 6 through August 13th. Events include health fairs with free health screenings, school supply giveaways, valuable health education and a host of fun activities. CHI's celebrations will coincide with yearly events to honor community health centers across America.



Child receiving a free health screening during National Health Center Week.



Kids posing during last year's Back to School

CHI makes up 11 of the more than 1,300 health centers nationwide providing care to about 24 million people. It's a model to provide medical services to all people, regardless of their ability to pay or insurance status. One in every 15 people living in the United States depends on the services of a community health center. In 2015, CHI provided health care to more than 75,000 unduplicated patients.

"This is the perfect time for CHI to be part of the process of getting the entire

family ready to send the children back to school," said Brodes H. Hartley Jr. President/CEO. "Our events provide free backpacks, health screenings and a fun time for all. The idea is to get organized, feel at ease and more confident heading into the new school year."

On Saturday August 6th, CHI will kick off the events with the Back-to-School Health Fair from 10am – 3pm at the Doris Ison Health Center 10300 SW 216 St., Cutler Bay, FL 33190. This free event promises excitement and fun for the whole family with magicians, dancers, face painting, a bounce house and food. But even more importantly, the event will offer a host of free medical and dental screenings for children and their parents along with free backpacks and school supplies.

Also, on Aug. 10th from 10am-2pm, CHI will present a Migrant Workers health fair at the Everglades Housing Group, 19308 SW 380 St., Florida City, FL 33034. The free event will be in Spanish and include health and dental screenings, health education, backpacks and school supplies, snacks, and refreshments.

CHI has always championed the cause of providing quality health care to the homeless. So, on Friday, Aug. 12th from 10am-2pm CHI will host a health fair at the Chapman Partnership for

Empowering the Homeless in Homestead. This event, by invitation only, includes free dental and health screenings, food, backpacks and school supplies.

In addition, CHI will host a special event on Saturday, August 13th 11:00am at the CHI Coconut Grove Health Center. That is when CHI will proudly announce its new partnership with the former Helen B. Bentley Family Health Center in the Grove to include outreach services and plans for a nursing scholarship fund for CHI. The event is open to the public.

Finally CHI will host school physical day on August 13th from 10 to 2pm at its Marathon and Tavernier Health Centers. Then on August 20th CHI will do the same at its 9 locations in Miami-Dade County from 8:30-noon. Immunizations are free and school physicals are just \$30. Please bring the child's immunization records. A parent or guardian must be present. Reservations are encouraged.

For sports physicals, call during regular business hours for an appointment at (305) 252-4820.

Women's, Men's Health Celebrations Offer Free Screenings and Fun

As women gathered at CHI's Doris Ison Health Center for the opportunity to receive special treatment and free health screenings all at once, a very large inflatable body part drew their attention. The American Cancer Society contributed to the Women's Health Month event by showcasing their giant colon to the community. The colon was a state of the art 40-foot long by 8-foot high inflatable that offered women an interesting multimedia experience of seeing a human colon in large scale while receiving healthy lifestyle tips from a clinician onsite.



CHI Family Medicine Resident, Dr. Hilary Gerber next to the Giant Colon.

"It's been a great event because people have had opportunities to share their personal experiences. They've opened up about health concerns and issues, including stories of family members who have suffered from colon cancer" said Dr. Hilary Gerber, CHI Family Medicine Resident. "People are very excited about the colon, they think it's fun and exciting and interesting. A lot of people have come to walk through it and have asked a lot of questions."

As people walked through the colon and discussed the importance of screening for colorectal cancer with Dr. Gerber, many exited with a better knowledge of prevention. After the colon walk through many took advantage of the opportunity to take the FIT test for free (the screening for colorectal cancer).

In addition to the FIT tests offered at the women's health event on May 18th, community members got to experience CHI's mission to provide comprehensive care. Patients can receive all of their medical services in one location. During the four hour event, 42 blood pressure screenings, 84 glucose screenings, 23 FIT tests, 14 clinical breast exams, and 26 mammograms were

performed, all for free and without an appointment.

"There's a huge need here in the community. Not many people have the luxury of insurance or the time. To have an appointment, you have to think about your family, your job, you have to ask for permission, but at this fair, you can get health advice on the topics that you may not even get at your regular medical appointment," said Sophia H., a patient of CHI who read about the Women's Health event in the Neighborhood Community Calendar. "It's very friendly, open, fast and to the point. I want to know my blood pressure and sugar and here, I can find out without waiting."

In June, it was the men's turn to receive free special treatment at CHI, in honor of Men's Health Month. Fathers, sons, community representatives and fraternity brothers united for a fish fry and game night.

"Most men typically don't think about their health until the last

minute and when you look at the turn out, this is great," said Blake Hall, Chief Operating Officer at CHI. "Ideally, I would like to get all the men in South Dade to come if we could accommodate them. Everyone here enjoyed the games and we had more health screenings than we've had in a health fair in a very long time. So I think it was very successful."

Amidst the live entertainment, information booths, and giveaways, men also had the chance to meet Miami HEAT Dancers and get a signed autograph.



Miami HEAT Dancers ready to sign autographs for Men's Health Event on June 14th.

Women's, Men's Health Celebrations, *continued from Page 6*

"This is a great way to check people's health and by doing it like this, it's also fun," says Omar Bemby, a CHI patient who picked up an event flyer at CHI's Homestead location that read "Man Up!" "People are so busy with their day to day lives that they don't pay attention to what goes on with their body and not everybody can afford this type of stuff."

Omar, like many other men at the event, was hoping to get positive feedback from medical providers and to confirm that he was healthy by taking advantage of the variety of health screenings offered onsite.

An impressive amount of screenings was performed during the two hour men's health event; 89 blood pressure screenings, 99 glucose screenings and 39 FIT Tests.



Euncie Hines, program supervisor conducts blood pressure screening during the Men's Health Event.



CHI
COMMUNITY HEALTH
of SOUTH FLORIDA, INC.
"Patient Care Comes First"
Presents Its
45TH ANNIVERSARY GALA
Night Safari

As we celebrate our 45th year of providing comprehensive services to the community, we hope you will help us break ground on a new Children's Crisis Center. Your sponsorship will support our community's most vulnerable children, the uninsured, & under-resourced families.
For Sponsorship opportunities: please call (305) 252 - 4853 or email: chievents@chisouthfl.org



Together we can make this Children's Crisis Center a reality. We need your help to ensure the safety of our children.

29 OCTOBER 2016 | 6PM | JUNGLE ISLAND | BLACK TIE ATTIRE



CHI recognizes Vickie Jackson for three years of service as the President of the CHI Foundation. She remains on the foundation board but recently stepped down from the top post. On the left, Aby Levy, current Foundation President. On the right Brodex H. Hartley Jr. President/CEO of Community Health of South Florida, Inc. (CHI)

Back to School Jitters, a Normal but Preventable Reaction

As 10-year-old Yvette Chery prepares to start the fifth grade she feels a mixture of excitement and fear. Her biggest concern is reading. It's not something that comes easily for her.

"I don't read as well as the other kids. It makes me feel not as smart," said Yvette.

Her sister, 9-year-old Natalie is also worried. "I don't like the bullies. They make me scared to go to school," she said with teary eyes. "I want to hide in the back of the class. I don't have any friends."

Natalie and Yvette are not alone. Most children have anxiety and concerns about heading back to class.

It can be a stressful time for both students and parents. The girls' mom, Yvelouse Chery, wants to do her best for all three of her children, but worries about missing the mark as a parent.

"I wish there was more book work, and less computer work. I could help them better that way." She laughed, "I guess it's just an old school vs. new school thing."

Whether starting a new school or simply returning to an old one, back to school time can be challenging for families suffering from anxiety issues.

"Anxiety is a form of stress and can be expressed in your child, or any person for that matter, physically and emotionally," said Celia Mion-Araoz, Community Health of South Florida, Inc. (CHI) Licensed Mental Health Counselor. "Anxiety can be felt about a current or an impending event."

In more severe cases professional counseling may be warranted, but parents can take some actions to alleviate their children's concerns before school starts, even if the parents have concerns themselves.

Familiarize the child in advance: Children can benefit by having the opportunity to visit their new school before the first day of school. Meeting a fellow student in advance could also ease first day jitters.

Role play: Parents could role play the first day of school, starting with acting out the morning routine, like saying goodbye to their parents and

pretending to head out the door. Both can be fun. If the child will be riding the school bus, walking them to the bus stop will help.

Reassuring the child that everything will be fine can help tremendously. Let them know they have your support as a parent. It's important not to judge or mock the child.

"Tell them they are not alone," she advised. "Tell them a story of how you were able to deal with a similar situation. Let them know, if they let go they will be able to enjoy the summer and be ready for what is to come."

However, if your child tends to get anxious easily, it is important to watch for these signs of stress: trouble sleeping at night, restlessness or fatigue during waking hours, trouble concentrating, irritability, emotional outbursts, isolation, excessive crying, and/or refusal to go to school.

If you suspect that your child's worries appear unusual or extreme, contact a CHI pediatrician or health-care provider at 305-252-4820 to discuss these concerns. Some children may need additional support, therapy or even medication. Others may benefit from gentle parental interventions for encouragement and support.

AUGUST IS SCHOOL PHYSICAL MONTH AT CHI!



CHI's health centers will host
School Physical Day
on Saturday, August 20th, 2016
8:30 am - 12:30 pm.

**Exception for Marathon and Tavernier
Locations that will host School Physical
Day on Saturday, August 13, 2016, 10:00 am
- 2:00 pm.

School Physicals: \$30
Immunizations: Free

*Please bring immunization records. Walk ins are also welcome!

(305)252-4820



CONNECT WITH US!

