



COMMUNITY HEALTH  
of SOUTH FLORIDA, INC.

*"Patient Care Comes First"*

July-August 2015

# HEALTHY BITS

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

## CHI plans National Health Center Week Aug. 8-15

This year's National Health Center Week Celebrations at Community Health of South Florida Inc. (CHI) will be bigger and better than ever to commemorate the 50th anniversary of the community health center model. In honor of this milestone, CHI is planning a series of events geared toward the whole family and to reach special populations.

CHI makes up 11 of the more than 9,200 health centers nation-wide providing high-quality, cost-effective, accessible care to about 23 million people. Did you know that one in every 15 people living in the United States depends on the services of community health centers?



*CHI is planning events such as health fairs that include fun for the whole family for National Health Center Week Aug. 8-15.*



*Dr. Robert Johnson, a CHI dentist, examines a girl's mouth during a NHCW health fair last year.*

It's a model to provide medical services to all people, regardless of their ability to pay or insurance status.

"These federally qualified health centers also give patients a say in the governing of their health care," said Brodes H. Hartley Jr., President and CEO of CHI. "Fifty-one percent of the board members are patients at community health centers like CHI. It's a requirement and it helps keep the organization grounded in its true mission."

It's a mission that CHI will highlight in August with four events beginning with the Back-to-School Health Fair Aug. 8 from 10 a.m. to 3 p.m. at the Doris Ison Health Center, 10300 SW 216th St., Miami, 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.

"The start of the school year is a critical time in a child's life," said Dr. Nicole Fields, Chief of Pediatrics and Medical Director for CHI's school-based centers. "You want to ensure they are up to date with their vaccines and they've had all their health screenings done before classes begin. Give them the clean slate they need to succeed in the upcoming school year. Getting organized with supplies and other items also helps them to feel at ease and more confident going into a new year."

Also on Aug. 12th, the public is invited to the South Dade Cultural Arts Center at 11:30 a.m. for CHI's Health Care Forum. The panel discussion will examine the ever-evolving role of community health centers and will be moderated by Emmy Award Winning Journalist, CBS 4 News Main Anchor Irika Sargent. Panelists include: Brodes H. Hartley Jr., CHI President and CEO; Florida Sen. Rene Garcia; and keynote speaker Tom Van Coverden, President/CEO of the National Association of Community Health Centers (NACHC). The panel is followed by lunch. To RSVP for the free event, call 305-252-4853.

*See NHCW continued on page 6*



# A Message from the President

As we approach the 50th anniversary of community health centers, this is a special time to reflect on how we started, what we've become and where we are headed. In the 1960's, Dr. H. Jack Geiger, a physician and civil rights activist, brought the community health center model to the United States from South Africa. At the time, President Lyndon B. Johnson had declared the "War on Poverty." Soon, federal funding paved the way for a health center model that would link community resources together to create neighborhood health centers in rural and urban areas throughout the country. The idea was to reduce health disparities, lower infant mortality rates and reduce chronic diseases.



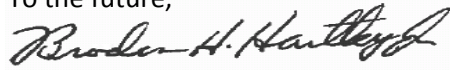
Today, the mission of community health centers like Community Health of South Florida Inc. (CHI) remains steadfast: providing access to affordable, quality health care and preventative services to the uninsured and underinsured, and now the insured. Here at CHI, we have recently grown into 11 health centers with the opening of our newest center in West Kendall at 13540 SW 135th Ave., Miami, FL 33186. Our centers have become medical homes for those whom we serve with comprehensive, convenient care. Our patients can take care of several appointments in one day at one place: primary care, pediatrics, dental, behavioral health, pharmacy, OB/GYN, laboratory, radiology and much more. We even provide free transportation for patients to get to and from their appointments and free prescription delivery. CHI is always evolving by adding new programs, new services and new centers.

In our ongoing Journey to Excellence, CHI has adopted the S.M.A.R.T acronym, which stands for: Specific, Measurable, Aggressive (but Achievable), Results-Oriented, and Time bound. In our efforts to make strides in our results and become best in class, CHI will use this as a guide to measure goals in any project that CHI undertakes.

As you can see, there is a lot to celebrate! Our successes are tremendous, but our vision is even greater. Please participate in our National Health Center Week festivities Aug. 8th through the 15th. It will be a week to remember with valuable health screenings, information and fun for the whole family.

I encourage you all to be advocates for the future growth of community health centers. Write your legislators and tell them you support the mission and share the story with others. Our rich history continues to grow into a gem of a resource for Monroe and Miami-Dade counties.

To the future,



Brodes H. Hartley Jr.



**West Kendall Health Center**

**New Open!**

**CHI**  
COMMUNITY HEALTH of SOUTH FLORIDA, INC.  
"Patient Care Comes First"

**New Patients Welcome**

**SERVICES**  
Primary Care    Behavioral Health    OB/GYN  
Pediatrics    Most Insurances Accepted    Dental  
Free Transportation and Prescription Delivery

**13540 SW 135th Ave., Miami, FL 33186**  
**(786) 231-0800**

# VP for Behavioral Health Services retires after 22 years

When Mireya Mayor said goodbye to her team at a surprise going-away party, tears fell from her eyes. She described her decision to retire and leave Community Health of South Florida Inc. after 22 years of service as bittersweet.



Mireya Mayor

"I'm looking forward to enjoying my grandchildren," Mayor said. "But at the same time, I'm leaving my CHI family behind and that's been very difficult. There are some days that I cry about it."

Mayor, the Vice President for Behavioral Health Services, retired to move to Mooresville, N.C., to be with her family. But she has promised to return often to visit.

"Ms. Mayor has been an integral part of the success of the CHI mission," said Brodes H. Hartley Jr., CHI President and CEO. "Most recently she led the Sterling team and helped to expand and improve her department."

Back in 1986, Mayor was the Director of Nursing and helped to build the Nursing Department from scratch. Prior to this, there were nurses, but not in an organized department.

"It was challenging, but it was very rewarding," she recalled. "When I mention some of my accomplishments in my career, that was a major one."

During her two decades of work with CHI, memories of Hurricane Andrew also stand out as South Dade County was hit hard. Back then, she was Administrator of Satellite Services. CHI opened the day after Hurricane Andrew hit and Mayor remembered working 21 days straight alongside other dedicated CHI staff members.

"It was very draining and it was rewarding," Mayor said. "There was a great feeling of comradery. A lot of the staff had to take time off. They

were dealing with their own losses. It's an experience that is very dear to my heart. I have no regrets."

While she has held various leadership roles at CHI, Mayor's most recent proved to be beneficial in creating positive changes in the Behavioral Health Department. She worked to ensure the staff was able to handle both mental health and substance abuse cases in order to be more efficient for both the client and the health center. In addition, when Mayor was named Vice President for Behavioral Health Services, the department was in the red. Upon her departure, its finances were in the black and healthy. Mayor and her team were able to secure additional grants such as the Service Partnership, High Impact Prevention (HIP) and Partnership 4 Care (P4C).

"I love what I do. I believe in this mission," she said. "But I'm confident the leadership will find a great person to succeed me and take the department to the next level."

## CHI announces promotions from within for 2 spots

Two CHI staffers are now members of the Executive Team. Monica Mizell RN, MSN, MHA, has been promoted to Vice President and Chief Nursing Officer after working as the interim VP of Nursing for several months. Also, Jean Pierre LCSW moved up the ranks to become the new Vice President for Behavioral Health Services.



Monica Mizell



Jean Pierre

"At CHI we believe in home growing our talent; Monica Mizell and Jean Pierre are both proof of that," said Brodes H. Hartley Jr., CHI President and CEO. "They have both shown exceptional leadership skills. I am confident they will be successful in their new roles."

Mizell has been with CHI for nearly 24 years. She began her career as a regis-

tered nurse at the Doris Ison Center's Urgent Care Unit. From there, she moved to the Martin Luther King Health Center and eventually became site manager. During her time at CHI, Mizell received her degrees and more.

"It's been a place that I've been able to work and grow professionally, raise a family and mentor my staff," Mizell

said. "I didn't realize what an impact I have on my staff. I've encouraged and motivated them to go to school and get their degrees."

Jean Pierre moved up from his role of seven years as the Quality Assurance Quality Improvement Care Coordinator. Back in 2012, he was awarded Supervisor of the Year. Since then he has also grown professionally, obtaining his Six Sigma Green Belt. Also, Pierre established the Behavioral Health Access Program to assist patients in getting Medicaid cash assistance and food stamps.

"I'm looking forward to continuing to work with the dynamic CHI family and maintaining the same level of quality client services," Pierre said.



# Patient gets treatment fast thanks to CHI employee

After William Echenique found out he had a brain tumor, his doctors planned his treatment right away. Since time is of the essence after that kind of diagnosis, Echenique went to a local cancer center for tests. However, paperwork for authorization hadn't come through yet, so the CHI patient couldn't get the MRI that's required before treatment can start.

When an employee at University of Miami's Sylvester Comprehensive Cancer Center called CHI to get the document, Merlys Garcia jumped into action. She made sure that Sylvester got the authorization within an hour so Echenique wouldn't have his treatment delayed. For her quick thinking, Garcia was recognized with CHI's ACTION Hero Award for June 2015.

Garcia, a HEDIS Compliance Technician at CHI, took ownership and responded with urgency to the situation. HEDIS stands for Healthcare Effectiveness Data and Information Set that measures performance on important dimensions of care and service.

Typically, the call would get transferred to CHI's Managed Care Department, but Garcia "knew that this call needed to be taken care of right away and that time was of the essence for this patient," explained Lourdes Pastor, CHI's HEDIS Compliance Supervisor.

The patient's provider, Dr. Linda Zambrana who works out of CHI's Naranja location, wasn't available, so Garcia reached out to another provider, Dr. Arnold Oper, who gave authorization. Garcia called the cancer center employee back within the hour, which was just in time for the Echenique's appointment.

Otherwise, the cancer center would have had to reschedule the appointment for the MRI. The brain scan was required



*Merlys Garcia, seated, received the ACTION Hero Award for her quick thinking. Lourdes Pastor, her supervisor, nominated her for the award.*

before the gammaknife treatment that was already booked for the next day, according to Carmen Pla, Sylvester's gammaknife coordinator.

"If it wasn't for CHI, my treatment would never have gone so fast," said Echenique. "I have my ups and downs with chemotherapy, but little by little I'm getting better. I'm very thankful."

With a cancer diagnosis, time is critical.

"The faster I move, the better chance he has," Garcia said. "For me it was a priority one. It was a matter of saving a life."

At CHI, "Patient Care Comes First" even when the patient isn't actually present. Garcia, who has been in the

HEDIS department for almost a year, said she misses the patient interaction when she was a Patient Care Technician in Urgent Care and then Family Medicine. She's been with CHI since August 2007.

"I miss building rapport with patients because I love the interaction with them," she said. "However, I'm still helping patients but in a different way."

"She is a great example of what we should be doing for CHI to reach all our goals," said Pastor, Garcia's supervisor. "Our HEDIS team is full of great assets and we are really lucky and grateful to have Merlys on our team."

Sylvester's coordinator, Pla, reiterated that Garcia heartily deserves the recognition.

"She's fabulous, a real sweetheart and genuine. That's what a good employee should be when representing a company," Pla said. "She's the type of person, a shaker and a doer, who you want in your company."

## CHI holds free back-to-school immunizations

**Saturday, Aug. 22, 2015**

8:30am-12:30pm

(8am-noon at Everglades & South Dade)

**\$30 Physicals & FREE immunizations!**

Bring child's immunization records; Guardian must be present

Come early! Walk-ins welcome!

Appointments at 305-252-4820



# CHI Patient Navigator helps patient get discounted prescription

When Juana Jimenez learned her diabetes medication was going to cost \$380 per month, she lost all hope. Without a way to pay for it, she went without... until she received an \$8 miracle.

For two years previously, she avoided seeing a doctor even though she had been given a diagnosis of diabetes. Without health insurance, medical costs prevented her from continuing her care. She tried to control the symptoms on her own, but all efforts failed. Her sugar levels remained unacceptably high.

With five children to care for, she emotionally spiraled out of control and fell into a deep depression. She knew she had to take care of herself in order to take care of her children. With no hope in sight of controlling her health, she needed to be rescued.

She prayed to God for help.

A program at Community Health of South Florida Inc. (CHI) turned out to be her solace. The Integrated Behavioral Health Program, had been created from a grant from Bristol-Myers Squibb. The three-year grant was specific to the treatment of diabetes and mental health patients.

“Our job is to call former diabetes and mental health patients who have not been back to CHI for two years or more,” said Teresa Brewton, CHI Community Patient Navigator. “We try to discover the reasons they have not been here and break those barriers. The barriers could be transportation, language, financial or cultural. Whatever the barrier is, we fix it.”

Juana Jimenez was on Brewton’s call list. Her prayers for help had been answered.



*Norma Rodriguez, CHI Community Patient Navigator, left, helps Juana Jimenez find affordable medication so she can treat her diabetes.*

When Brewton contacted Jimenez and heard her story, she jumped into action. Realizing there was a language barrier between the two of them, Brewton passed the patient on to another Community Patient Navigator, Norma Rodriguez, who was able to better communicate with her. A CHI mental health expert assessed Jimenez and diagnosed depression.

Rodriguez connected her with doctors at the CHI Everglades site. Jimenez returned to ongoing care at CHI and developed trust with her providers.

In addition to getting her connected with the appropriate medical and mental health doctors, Rodriguez referred Jimenez to CHI Medication Assistance and was able to turn that \$380 per month medication expense into only \$8 per month!

“Fantastico! Only \$8 a month! That’s an \$8 miracle!” cried Jimenez.

Jimenez also now benefits from appointment fees calculated from an income-based sliding-fee scale. Yet another miracle, Jimenez said.

“Juana’s compliance with taking her medications and keeping her doctor appointments has made a big

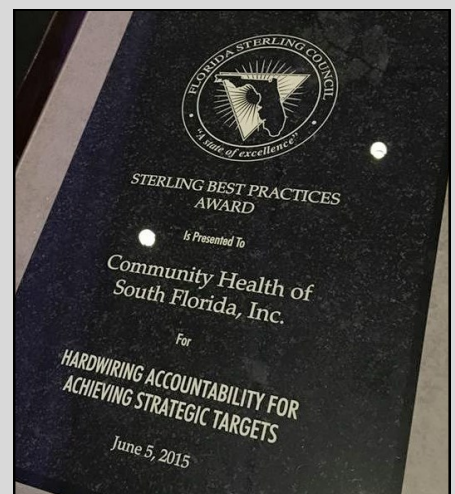
difference in her physical and emotional health,” Rodriguez said. “She’s a new person today because of it. Her 17-year-old daughter, Luz, who she describes as her best friend and confidant, is a great support for her. She relies on Luz to help care for her 2-year-old son, Daniel, and many household duties.”

Jimenez is one of many success stories in the Integrated Behavioral Health Program. Rodriguez said despite the fact that it is a fairly new program, it seems to be headed in the right direction.

Jimenez said she believes it was her prayers that brought her back to CHI.

“God is in charge. God knew CHI was where I needed to be and he hooked us up,” she said.

## CHI receives Sterling Best Practices Award



*Community Health of South Florida Inc. (CHI) earned the Sterling Best Practices Award for Hardwiring Accountability for Achieving Strategic Targets at the Florida Sterling Council Convention in Orlando on June 5.*



# Women's, men's health fairs bring excitement to CHI

The women kicked off the celebrations in May with a "Denim and Diamonds" fashion show in honor of Women's Health Week. It showcased CHI doctors, nurses and other staff, and even some of their children, modeling denim and diamonds fashion.



The Women's Event Emcee WSVN-Ch. 7's Anchor Danielle Knox gave health tips while the women modeled.

As the ladies strutted their stuff on the catwalk, WSVN-Channel 7's Anchor Danielle Knox gave health tips to help women live longer, healthier lives. Several community leaders also participated in the show. The big finale featured Miss Homestead Amber Woods, who proved that

living with Epilepsy doesn't stop her from running an active and amazing life! The free event on May 29th was both fun and educational with health screenings, food and giveaways.



CHI Doris Ison Pharmacist Latricia Branch struts her stuff on the catwalk!

The men picked up the pace in June after they were drafted to the Men's Health Extravaganza where they watched the NBA Draft and met The Miami Heat Dancers. But, it wasn't just fun and games! Men brought their dads, sons, neighbors, and fraternity brothers to learn important men's



health information to make sure they live as long as the women in their lives. The June 25th event was also



Miss Homestead Amber Woods shows that she can live an active life, even with Epilepsy.

free and just as exciting and informative with entertainment, BBQ, health screenings and giveaways.



Heat Dancers sign autographs at the free Men's Health Event on June 25th.

## NHCW, continued from page 1

In addition, CHI has always championed the cause for providing quality health care to the homeless.

So on Thursday, Aug. 13th it will host a health fair at the Chapman Partnership for Empowering the Homeless in Homestead. This event, by invitation only, includes the Colgate dental van with free dental screenings, free health screenings, food, backpacks and school supplies.

Also on the 13th from 4 to 8 p.m., CHI

will partner with the Farm Workers Association to present a health fair at 450 Davis Parkway in Florida City. The free event will be in Spanish and include

health and dental screenings, health education, snacks, and refreshments.

For a full rundown of CHI's NHCW festivities, go to [www.chisouthfl.org](http://www.chisouthfl.org).

# Proper handwashing prevents illnesses, keeps germs at bay

Stop germs! Stay healthy! Wash your hands! Keeping hands clean through improved hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others.

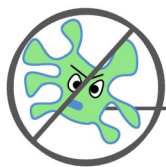
“Handwashing is a do-it-yourself vaccine,” said Dr. Edgard Nunez, Community Health of South Florida Inc.’s Deputy Chief Medical Officer. “It’s the first line of defense to reduce the spread of disease and respiratory illness so you can stay healthy.”

Many diseases and conditions are spread by not washing hands with soap and clean, running water, according to the Centers for Disease Control (CDC). If clean, running water is not accessible, as is common in many parts of the world, use soap and available water, the CDC states.

Handwashing involves five simple and effective steps: wet, lather, scrub, rinse, and dry.

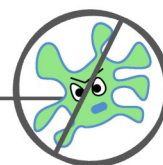
How to wash your hands:

1. Wet your hands with clean, running water (warm or cold), and apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse hands well under clean, running water.



## Gerbusters

### How to Wash Your Hands



1. Wet hands



2. Soap



3. Wash at least 20 seconds



4. Rinse



5. Dry Hands



6. Turn off water with a paper towel

5. Using a clean paper towel, dry your hands from your fingers to your wrists.
6. Use a paper towel to turn off the faucet.
7. Use another clean paper towel to open the door to exit.

If soap and water are unavailable, use an alcohol-based hand sanitizer that contains at least 60 percent alcohol to clean hands, according to the CDC. Alcohol-based hand sanitizers can

quickly reduce the number of microbes on hands in some situations, but sanitizers do not eliminate all types of germs, the CDC reports.

“Hand sanitizers are not as effective when hands are visibly dirty or greasy,” Nunez said. “So, using hand sanitizers is not a substitute to washing your hands with soap and water.”

How to use hand sanitizers: Apply the product to the palm of one hand (read the label to learn the correct amount). Rub

your hands together. Rub the product over all surfaces of your hands and fingers until your hands are dry.

In addition, there are four principles of hand awareness that will help you remain healthy, in spite of the seasonal infectious diseases and pandemics.

The 4 Principles of Hand Awareness:

1. Wash your hands when they are dirty and before eating.
2. Do NOT cough into your hands.
3. Do NOT sneeze into your hands.
4. Do NOT put your fingers into your eyes, nose or mouth.

By following these four principles, you will be in virtual isolation regardless of the people around you. Direct contamination of your facial mucus membranes (eyes, nose or mouth) is how infectious disease enters your body.

“You do not catch these infections from them wafting through the building’s ventilation system,” Dr. Nunez said. “You can prevent getting sick with proper hand hygiene.”

### When to wash your hands:

- \* Before, during, and after preparing food; and before eating food.
- \* Before and after caring for someone who is sick, or treating a cut or wound.
- \* After using the toilet or cleaning up a child who has used the toilet or after changing a diaper.
- \* After blowing your nose, coughing, or sneezing.
- \* After touching an animal, animal feed, or animal waste.
- \* After handling pet food or pet treats.
- \* After touching garbage.





# Fun Facts About the Human Body

## Sleepwalking: disorder can be dangerous

Hollywood's comedic portrayal of a sleepwalker with hands stretched out stumbling in a zombie-like state is just movie magic. In reality, this is not the case.

The sleep disorder — its medical name is somnambulism — causes a person to arise from sleep, usually in the first-third of the night during the brain's slow wave sleep stage, and perform activities such as walking around the house, eating and cleaning up. Occasionally, more dangerous activities such as driving may be attempted. During sleepwalking, the person's eyes are commonly open but may have a glassy "look right through you" appearance and nonsensical talking may occur. Upon waking, the sleepwalker has no memory of his or her behaviors.

Evidence of sleepwalking has been documented as far back as the time of Hippocrates (460 BC-370 BC). Shakespeare portrays a famous sleepwalking scene in his tragic play, "Macbeth." This disorder is most common during childhood and young adolescence and occurs more frequently in identical twins. Approximately 15% of children between the ages of 4-12 will experience this disorder. Typically, these behaviors are resolved by late adolescence. The onset of sleepwalking in adults is much less common.



Usually treatment is not necessary unless the person exhibits violent behavior. In this case, a sleep specialist should be consulted.

Although Hollywood may treat the subject with levity and sleepwalking is not in itself harmful, there can be dangers involved. So it is wise to take precautions at home to prevent falls or other possible injuries. The following measures can help protect someone who is a sleepwalker:

- Sleep in a bedroom on the ground floor if possible to prevent a fall. Avoid bunk beds.
- Keep the floor free of obstacles to avoid tripping.
- Keep sharp objects put away.
- Cover glass windows with heavy drapes.
- Place an alarm on the bedroom door and windows.
- Get adequate sleep.

Should you wake a sleepwalker? Some feel that waking a sleepwalker could cause disorientation. Others believe that sleepwalkers should be gently guided back to bed without waking them. Sleepwalking incidents may last as little as 30 seconds or as long as 30 minutes. Sleep tight!

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