



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

"Patient Care Comes First"

March– April 2016

HEALTHY BITS

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

Urgent Care Center Delivers a Birthday Surprise

Applause erupted in the Urgent Care Center (UCC), when Dr. Timothy Coke announced the words, "It's a boy!" It is not everyday that a baby is delivered in Community Health of South Florida's UCC at the Doris Ison Health Center. The medical team and even security staff rejoiced at the birth but their celebration quickly turned serious. A day in the life of the UCC staff soon became a critical exercise in emergency obstetrics.

"I was just focusing on her, recalled Dr. Coke. "I was taking every moment and trying to be prepared and precise."

Just 15 minutes earlier, the pregnant patient had arrived complaining of severe abdominal pains and bleeding. Charge Nurse, Carmen Waite, examined her. The woman was unsure of her expected due date, but thought she was about 8 months.

She had just arrived to the United States from Africa two days earlier and spoke only Portuguese and limited Spanish. With the help of her companion she communicated to the care team.

Her pains turned out to be contractions that were becoming more and more frequent. There was no time to transfer her to an appropriate facility and all of CHI's OB doctors had gone home for the

day as it was 7pm. Dr. Coke and the team went to work on her. Although the UCC does not deliver babies, this had to be an exception. This baby was coming!

In the early years of CHI's Urgent Care Center, emergencies such as baby deliveries and gunshot wounds were treated. But today the purpose of the center has evolved and those patients are now cared for at hospital emergency rooms and birth suites.

Dr. Coke, the attending CHI UCC physician recalls the woman was fully dilated. Quickly the baby emerged and the umbilical cord was wrapped around his neck. It wasn't tight, but it wasn't loose. Dr. Coke was able to get it around the baby's shoulders. The delivery went well, but that wasn't the end.

"The baby was not crying as normally would be expected," said Dr. Coke. "I immediately clipped the cord so the baby could be resuscitated."

Once the baby was free of his mother, he was given to Sarnia Leveille, Advanced Registered Nurse Practitioner (ARNP) in the UCC.



CHI Delivery Team. (Left to right) Marie Sibera RN, Dr. Timothy Coke, and Carmen Waite RN.

"This wasn't a usual UCC situation," said Leveille. "The baby's body was limp. His eyes were open, but his little body was lifeless. We had to save him. This called for immediate resuscitation."

It had to be 'all hands on deck' for this one.

An EMS team was dispatched and stand-

See UCC Delivers continued on page 4

A Message from the President

Our journey to excellence has transformed this organization. We have been working on improving all that we do through extra training and effort for five years now and positive results are evident in every department at Community Health of South Florida Inc. I want to thank the dedicated staff for their passion for our mission and excelling at making improvements. In February, we had Florida Sterling examiners on site for a week. They spoke to a lot of our care team throughout several of our sites to see if CHI has earned the coveted Governor's Sterling Award. We won't know the results until May, but I am so proud of the staff's performance during the examination week.



There are exciting things happening at CHI everyday. Our new vision services department is doing well and so is our newest center in West Kendall. More and more people are taking advantage of our expanded evening and weekend hours for our Doris Ison and Martin Luther King/ Clinica Campesina pharmacies.

March is Colorectal Cancer awareness month. This form of cancer is the second leading cause of death from cancer and it affects people of all races. If you are 50 years or older I urge you to make sure you are tested here at CHI. The test is easy and quick. Please make sure you talk with your doctor and stay up to date with all the required screenings. Preventative health care saves lives.

Our annual Glen Rice Celebrity Golf Tournament is almost here. I hope that you have formed your team and are all set to tee off with us on April 1st, at Shula's Golf Club in Miami Lakes. The money raised will help us break ground on a Children's Crisis Center to help some of our community's most troubled kids with behavioral health issues. Even if you don't play, your support will help build this critical resource that we can no longer go without. Please call to get more information at (305)252-4853.

Hope to see you on the greens!

Sincerely,

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

Brodes H. Hartley Jr.

President/CEO



Swing for a Cause with NBA All-Star Glen Rice *Celebrity* GOLF TOURNAMENT & DINNER FRIDAY, APRIL, 1st, 2016 @ 1 pm.

Proceeds will help CHI build a much needed Children's Crisis Center. To participate or sponsor, please call (305)252-4853.

*Shula's Golf Club
7601 Miami Lakes Drive
Miami, FL 33014*



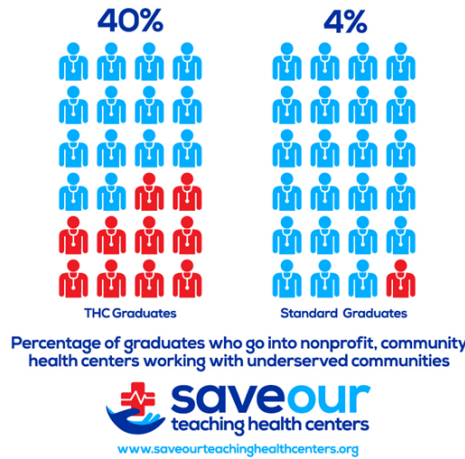
Our Doctors Save us, Lets Save them #SaveOurDocs

By 2020, it is estimated that the United States will need 90,000 new doctors to avoid a drastic shortage of physicians nationwide. That is why Community Health of South Florida Inc. (CHI) opened South Florida's first and only Teaching Health Center funded by the Health Resources and Services Administration (HRSA) two years ago. The program trains high quality doctors to serve a variety of populations. But federal funding cuts are now threatening to put CHI's Brodes H. Hartley Jr. Teaching Health Center and other programs nationwide in jeopardy.

Insufficient funding for Teaching Health Center programs will cause a major burden on those programs. Some will be forced to either close down or reduce their programs. While more and more Americans are getting access to health insurance, the number of available doctors is continually decreasing. Teaching Health Centers help to fill this gap by training doctors to ensure that Americans, especially in low-income communities, have medical providers and services available to them.

"There are about 700 residents who are currently supported by an estimated total of 60 Teaching Health Centers nationwide," said Blake Hall, Chief Operating Officer at CHI. "If funding for Teaching Health Centers completely ended, it would be really unfortunate because now you'll have all these residents who really want to provide care to people but will have to scramble to find new places to train."

It is estimated that about 40% of doctors who graduate from a Teaching Health Center will end up working in nonprofit community health centers. Compare that to traditional resident pro-



grams where an estimated 4% of graduates will work for community oriented medical facilities.

"Our Teaching Health Center gives residents a real dose of reality to see the suffering in patients," said Barbara Trost, CHI's Residency Program Coordinator. "When looking through applications, aside from good grades, we look for an applicant's interest in serving underserved communities."

Dr. Jean Mandat is a first year resident at CHI. He said the program was attractive to him on many levels.

"Being of Haitian descent, I always felt like I wanted to give back to the com-



CHI residents Dr. Jean Mandat, Dr. Auco Nguyen and Dr. Urania Davis discuss a family medicine case in the Urgent Care Center.

munity where I was brought up," said Dr. Mandat. "In Miami specifically, the CHI program is the best bet to doing that."

Dr. Mandat believes working with CHI's patient population is a tremendous opportunity. In addition, being part of a relatively small program gives him the chance to play a big part.

"When I've voiced my opinion for how things can be improved, I've actually been heard and steps have been taken to implement these changes in a timely manner," he said.

Dr. Raul E. Molina, also a first year family medicine resident at CHI, shares Dr. Mandat's perspective.

"You get to relate to patients, build relationships and help people that otherwise would not be seen or their care would be delayed," said Dr. Molina.

He hopes by finishing his residency program at CHI, he will be helping to build a legacy. He hopes the institution will train future generations of doctors to care for their communities.

To preserve the young program, CHI has joined a nationwide social media campaign called #SaveOurDocs. The idea is to urge Congress to acknowledge the major role that Teaching Health Centers and their residents play in communities throughout the United States. Every repost, re-share and retweet can make a huge difference towards saving Teaching Health Centers. Go to CHI's Facebook or Twitter to share those posts. Everyone can make a difference in letting legislators know that they need to

#SaveOurDocs!



UCC Delivers, *continued from page 1*

ing by with special monitoring equipment. For extra support, two CHI security officers were called in case anything special was needed.

"I've never in all my years of working in security had to stand by for a baby delivery," laughed Capt. Jose Colon, CHI Security. "Even though I was not in the delivery, they were counting on me if they needed anything. I just stood outside of the room and prayed."

The quick thinking and professional team jumped into action and administered the resuscitation procedure. Soon the baby's little cry let them know that their efforts were a success.

"That sound was a joy to behold," remembered Waite.

Once the baby was stabilized, he was reunited with his happy mom.

"I've delivered over 100 babies, but this is the first one in about 10 years," confessed Dr. Coke. "The last time I delivered a baby I was a medical resident."

"Even though we don't typically handle baby deliveries in urgent care, in all my years with CHI this is actually the 17th one I was involved with," said Waite, who has been with CHI since 1994. "Sometimes these babies don't want to wait. They have minds of their own."

When the threat was over and mom and baby were reunited, there was no

time to celebrate.

"We did some quick high fives then went right back to work," said Dr. Coke. "There were 34 other patients waiting. Despite the delay to get to them, all of the patients were all very understanding of the situation."

When the smiling mom and baby were stable, they were transferred to Jackson South Hospital.

"Great teamwork made this a success story," beamed Dr. Coke. "Everybody in the Urgent Care team did a fantastic job!"





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 SATURDAYS: 8:30 AM – 12:30 PM


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COMMUNITY HEALTH
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"Patient Care Comes First"

Long Time CHI Board and Foundation Member Will be Missed



Joseph L. James was a beloved member the South Dade community. He touched the lives of many people with his

smile and generosity. Affectionately known as “Brother James,” he was an activist who dedicated years of service to various organizations and a real estate agent by trade.

James was a proud and passionate Community Health of South Florida Inc. (CHI) board member who later transitioned to the Community Health of South Florida Foundation; a champi-

on of the organization for decades. Even as his health was declining, he participated to the end, calling into the last couple foundation meetings and continuing to actively participate in the discussions even though he could not physically be there.

CHI President and CEO, Brodes H. Hartley Jr., had the honor of working with James for nearly 30 years. In his final days, James hand wrote the program for his own funeral and asked that Hartley speak along with Miami Dade Commissioner, Dennis Moss, and George Cadman III, President of ERA South Dade Realty, where James worked. All fulfilled his request.

“One word describes Brother James and that was faithful,” said Hartley. “He was faithful to his church. He was faithful to

his family. He was faithful to his community and faithful to CHI.”

James was the epitome of an advocate, community activist and strong volunteer. He wanted to make sure that the less fortunate in the community had the resources they needed and he helped to spread the word about CHI and supported its causes.

“He was a pillar of hope for the South Dade community,” said Blake Hall, Chief Operating Officer at CHI. “His unwavering dedication to CHI will be greatly missed.”

James is survived by his wife Leona James, children Joey James, Gabriel James and Cassandra James-Grant, and 5 grandchildren.

New Concierge Service Improving Patient Experience



Ricardo Alvarez is the concierge at the Doris Ison Health Center.

The hotel industry has been using concierges for decades to improve the quality of customer service and cater to its patrons. Now Community Health of South Florida Inc. (CHI) is adopting some of the same methods to ensure an excellent patient experience at its two largest health centers; the Doris Ison Health Center 10300 SW 216 St. in Miami and the Martin Luther King Jr./

Clinica Campesina Health Center 810 W. Mowry Dr. in Homestead.

The concierges are checking on patients as they wait to go into the exam room. They want to make sure patients are attended to and informed about any delays to see the doctor or provider. The two concierges work closely with the care team, including the nursing supervisor, providers and front desk staff to decrease wait time and make sure the patient is seen by the provider as quickly as possible.

“When I first started, I was afraid the staff would think I was being intrusive and interfering with the medical team’s work flow,” said Ricardo Alvarez, Concierge, at the Doris Ison location. “But it was just the opposite. They realized

quickly that my ‘intrusiveness’ actually helped the process and together as a team we are seeing improvements.”

A concierge plays a strategic role in the overall patient experience. “Our patients need to know someone is on their side,” said Alvarez. “They notice our team’s effort to make their experience as comfortable as possible, and really appreciate it.”

Esther Davila, the MLK concierge shares Alvarez’s passion for finding solutions and caring for patients.

“Where there is a will, there is a way to problem resolution” said Davila. “I treat patients as I expect to be treated or as I would want someone to treat my loved ones.”

Dental Varnishing Fights Cavities

One of the most common chronic diseases of childhood is tooth decay yet surprisingly, it is almost entirely preventable. A relatively new and growing method to prevent tooth decay is dental varnish.

“Varnish is a protective mineral layer that is painted on teeth to protect against cavities,” explained Dr. Lisa Campbell, CHI dentist.

Dental varnish is also used to prevent the pain and infections that accompany cavities as well as to eliminate the pain of teeth sensitivity. The varnish contributes to healthier, stronger teeth, stops existing cavities from getting bigger and prevents new cavities from forming.

“High cavity rates are directly correlated with children’s diet and home care. For example, not brushing teeth after meals and having a high sugar and carbohydrate diet can hurt teeth. Along with teaching good home care, we recommend the varnish,” said Campbell.

Maria Pierro, CHI hygienist, has been working in the dental field for the past 20 years and has seen improvements in children’s teeth throughout the years thanks to teeth varnishing. The frequency of teeth varnishing depends on how prone an individual is to cavities. “For a child who is prone to cavities, teeth varnishing is recommended about every 6 months,” said Pierro.

Dental varnishing is most commonly used for children between the ages of 6 and 9. It can even be used on babies from the time their first teeth come in and is also used on adults. The varnish does not cause any pain nor does it taste bad.

Select CHI school based centers also offer free teeth varnishing to its students. CHI has dental offices in 9 of its 11 neighborhood locations that do dental varnishing for patients. Both walk-in visits and appointments are welcome. To make a dental appointment, call (786)272-2100.

1,252 Trees.
512,596 Gallons of Water.
292,912 Kilowatts of Energy.



In 2015 CHI saved 4 acres of trees, water that could fill 36 swimming pools and energy that could light 48 households for an entire year.



Join CHI in Taking Steps Towards Saving Our Planet



Florida Declared Zika Virus Emergency

As the Zika virus outbreak continues to spread, its current target includes Florida. A continuing growing number of new cases have prompted Florida government officials to declare a state of emergency. The counties that are now declared a public health emergency include Miami-Dade and Broward.

With that threat looming, Community Health of South Florida Inc. (CHI) has trained its staff to recognize the signs and symptoms of the illness and put measures into place to handle the virus should it emerge within the organization.

"We are fortunate to have not seen any cases here at CHI at this time," said Kylie Pridgen, CHI Employee Health Licensed Practical Nurse. "If we do suspect Zika, the provider will call the Miami-Dade County Health Department for testing approval, then CHI will draw the sample and send it to the Health Department for results."

On February 1, 2016, the World Health Organization declared Zika virus to be a global health emergency.

The Zika virus is part of a large group of viruses transmitted by the bite of the

Aedes aegypti mosquito. This is the same mosquito responsible for the dengue fever and chikungunya.

"The Zika virus is potentially dangerous to pregnant women," said Dr. Urania Davis, OB/GYN resident at the CHI Teaching Health Center. "Studies are ongoing to determine if the virus plays a part in babies of infected females who are born with microcephaly, a condition in which the circumference of the head is smaller than normal because the brain has not developed properly."

Miami is a huge port of entry for people from Central and South America, Haiti and Puerto Rico, where this virus has come from. This makes Miami-Dade County a high risk.

"I am aware of the Zika virus. I have heard that Florida is now considered a health emergency because of it," said Felicia Ferguson, a CHI patient. "We all have to be prepared. I know the precautions I need to take for me and my family."

The most common precautions include wearing long sleeves and long pants,

wearing mosquito repellent, using citronella oil and candles, removing standing water and keeping grass cut low.

Because of this threat, the Centers for Disease Control and Prevention is advising pregnant women who have traveled to, or live in an area affected by the Zika virus to refrain from sex or use condoms until the end of the pregnancy. This precaution is in place until more is known about the dangers of sexual transmission of the virus.

"A person with Zika might believe they have the flu because the symptoms are similar," said Pridgen. "They might be experiencing headache, low-grade fever, mild joint pain, skin rashes, itching and conjunctivitis. Less frequent symptoms include swelling in the body, sore throat, coughing and vomiting."

There is currently no vaccine against the Zika virus Pridgen said and treatment for symptomatic cases is similar to treating the flu: bed rest, fluids, and acetaminophen or metamizole, a nonsteroidal anti-inflammatory drug to control fever and reduce pain. Antihistamines can be used for itches and rashes.

Protect yourself from mosquito bites



Daytime is most dangerous



Use insect repellent



Wear protective clothes



Mosquito-proof your home

Image Source: CDC www.cdc.gov/zika



Fun Facts About the Human Body

IQ....does size really matter?

Who is smarter than who is not only a fun thing to boast about, but is a debate within the medical community, as well.

Some people brag about their IQ scores. There are some medical professionals who praise their value, while others argue that they are not accurate at all.

Did you ever wonder what exactly is IQ? You knew it has something to do with intelligence, but what? And does your number matter at all?

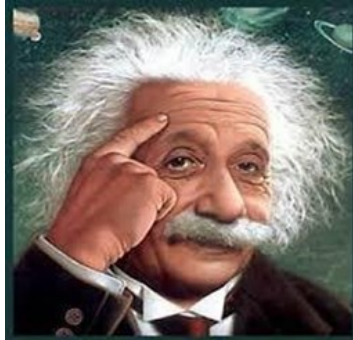
IQ stands for intelligence quotient. Traditional IQ testing is an assessment of the ability to think and reason compared with the majority of people the same age. Most IQ testing involves a number of problems which must be solved in a set amount of time. The areas typically tested include verbal knowledge, perceptual speed, short-term memory and spatial visualization.

IQ tests were originally developed in the early 1900s by French psychologist, Alfred Binet, to measure the abilities in mentally challenged children. In the 1930s an intelligence test specifically for adults was developed by American psychologist, David Wechsler. This test differed from the earlier version by basing the scores on a standardized quotient, rather than age-based quotient, because the original only worked for children.

An actual IQ score is difficult to determine with complete accuracy. There is controversy over some factors that might affect a person's IQ score such as: not feeling well at test time, distraction, childhood nutrition, duration of breast feeding, parental social status and parental IQ.

Among those who would argue its value is CHI Clinical Psychologist, Addys Karunaratne.

"I have heard all the arguments that say IQ results are insignificant. But I strongly disagree. They are absolutely necessary to help



determine, a person's cognitive strengths." She continued, "More importantly, they guide interventions to improve a person's challenges."

In reality, IQ scores cannot measure all of a person's abilities in life. They fail to measure things like manual dexterity, musical talent and other abilities that can lead to many successes in life. However, an IQ test score will give a pretty accurate indication of the ability to think, reason and solve problems that can be critical in many areas of life.

There is controversy over comparing people's scores against each other with varying factors that affect the test's outcome. Aging is associated with a decline in memory and reasoning abilities. Smokers can score worse on verbal skills. Those with anxiety might do poorly on the short-term memory components of the test. Therefore, comparing the difference between people in terms of one number is not an accurate representation of their capabilities.

"IQ results are a rich source of information about the way a person approaches problem solving," said Karunaratne. "The results alone do not determine a person's intelligence. It is a way to measure brain function, just as an A1C tests diabetes and blood pressure measures hypertension. A person is so much more than an IQ score. A score is not necessarily a predictor of life success."

IQ measures are still widely used in many areas today. They are used as a predictor for academic achievement and job performance. Many employers use this testing to evaluate a potential employee's capacity to excel.

Curious about your number? There are many online sites that will measure your IQ. However, a true test is not considered valid without strict time limits, proper monitoring and interpretation. But just for fun, go ahead and check it out. You may get a number you can boast about.

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