

A Message from the President

For the past three years, CHI has been on a journey to excellence. We have improved many of our processes and our employees have grown tremendously under the Studer Group's leadership training. Our journey is not over.

This year we began our quest for the Governor's Sterling Award with the Florida Sterling Council. It is an extension of our journey to excellence and its purpose is two-fold. One part of it is that CHI will have to apply for the award. It is a lengthy process that is very evidence and data driven. For some agencies, the quest for the Sterling award can take three years. CHI is aiming to apply by next year.

The second benefit that CHI will receive from Sterling is an extension of our leadership development. A team of CHI leaders have been working with a coach from Sterling for several months now and soon Sterling coaches will roll out their teachings to many more of you. Some of you will be trained as yellow and green belts. The designations will prove to provide some very valuable problem solving skills.

CHI's strategic planning process is about to begin for the upcoming year. Last year we made improvements to the process and this year we will be doing even more to move it forward. For 2014, you will see a better integration of the processes for the strategic plan and we will be engaging more stakeholders in the plan than we did previously. All of you will be able to provide input.

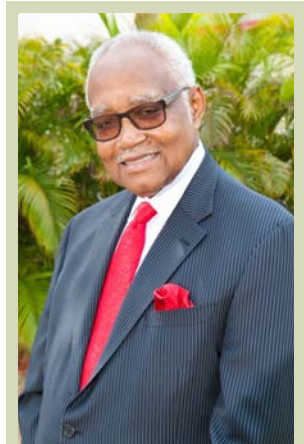
This year we will have stronger measures that will be incorporated into the performance evaluation process. It will be simplified, yet it will have added focus and measurements. We are still driving our process by using the five pillars. Our goals and objectives are the same. However, we are leaning more towards a data based process, making it less subjective than it was previously.

Beyond that I look forward to thanking you all for your dedication at our upcoming employee awards banquet. We certainly have a lot to celebrate.

Best,



Brodes H. Hartley, Jr.



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3831 Grand Avenue
Miami, Florida 33133
(786) 245-2700

Doris Ison Health Center
10300 SW 216th Street
Miami, Florida 33190
(305) 253-5100

Everglades Health Center
19300 SW 376th Street
Florida City, Florida 33034
(305) 258-6813

Marathon Health Center
2855 Overseas Highway
Marathon, Florida 33050
(305) 743-4000

MLK Clinica Campesina
810 W. Mowry Drive
Homestead, Florida 33030
(305) 248-4334

Naranja Health Center
13805 SW 264th Street
Naranja, Florida 33032
(305) 258-6813

South Dade Health Center
13600 SW 312 Street
Homestead, Florida 33033
(305) 242-6069

South Miami Health Center
6350 Sunset Drive
South Miami, Florida 33143
(786) 293-5500

West Perrine Health Center
18255 Homestead Avenue
Perrine, Florida 33157
(305) 234-7676



Remembering Breast Cancer through my Mothers Eyes



Beverly Bain (right) and
her mother, Beatrice Cottrell (left) in 1997.

By: Beverly Bain, CHI Volunteer

Breast Cancer. Those two words spoken to my mother are enough to instill fear into any woman and her family. As the daughter of a breast cancer survivor, I can tell you that receiving a breast cancer diagnosis can have a devastating impact on the entire family. But there is hope. Breast cancer today is not the breast cancer of the past. My mother is no longer living, but it was not breast cancer that took her life. Great strides in technology made her survival rate and the survival rate of others much higher today.

I watched my mom struggle with fears; fears of still being accepted by the family. Her thoughts were consumed with, "How will my husband react? Will it affect our intimacy? Will this pass on to my five daughters?" Those thoughts were certainly reasonable and justified for such a diagnosis. When facing such devastating news, it is important to consult with those you love, and seek additional professional help to ease you through the transition from diagnosis to treatment to recovery.

The current recommended age to begin mammogram screening is forty. If there is a family history of breast cancer, your physician will advise you accordingly to likely start screenings at a younger age. Performing breast self exams is crucial to become aware of any changes that may occur in your breasts. So these monthly exams are of paramount importance. Your primary care physician or your gynecologist can show you the proper way to perform these exams, and the right time of the month to do so.

Money and access to health care are no longer barriers to breast health. The Florida Breast and Cervical Cancer Early Detection Program (formerly called Project Screen) is funded by The Department of Health. The majority of CHI's health centers are participating in it. The program provides free yearly mammograms and PAP smears every three years for uninsured women between the ages of 50-64.

Additionally, CHI takes part yearly in the Hope For L.Y.F.E. Walk/Run-a-Thon. In 2012, this program paid for 155 free mammogram screenings to needy women. The Hope for L.Y.F.E. Foundation 3K/5K Walk/Run-a-Thon is scheduled this year for Saturday, October 26, 2013. The Walk/Run will start at Homestead Air Reserve Base Park located at 27401 SW 127 Avenue, Homestead, Florida. Registration is from 6:00 AM -7:45 AM. The event begins at 8:00 AM. For sponsorship or information about participation contact Romanita Ford, Director of Community Affairs and Government Relations at (305) 252-4853 or via email rford@chisouthfl.org.

CHI was also recently awarded a grant from the American Cancer Society. It's called the Crucial Catch Initiative and it's funded by the NFL the National Football League to pay for breast cancer screenings, education and outreach in high need communities.

The resources are here. Now it's up to us to use them. As I think about mom, I hope I can encourage other women to take the first steps to getting screened and surviving breast cancer.

Pharmacists Do More Than Fill Prescriptions

Ashton Dabriel is a new man. Despite bypass surgery, diabetes and other health related issues, he has managed to control his illness and make his body stronger. The 67 year old credits the Anti-Coagulation Clinic at Community Health of South Florida, Inc. It's a weekly clinic for people like Dabriel who get one on one sessions with a CHI pharmacist.

"I do appreciate what you guys are doing for me," said Dabriel. "I hope this program in the future will help other people that are just like me, you know?"

The anti-coagulation clinic is designed as a special treatment program for patients taking blood thinners such as Warfarin and Coumadin. The drugs are designed to prevent blood from clotting. A clot that goes into the heart, lungs or brain can be deadly.

"Usually the patients we see have had a blood clot in the past," said Lucy Hoff, a CHI pharmacist. "They're usually elderly patients that don't move a whole lot. So, if you are lying down or sitting down all day, your blood tends to pool in your legs. Your blood will then clot."

However Hoff said blood that is too thinned out by anti-coagulation medications can also be dangerous.

"There is a greater increased risk of bleeding. So even if they are brushing their teeth, or shaving, or if they nick themselves, it's very hard to stop the bleeding."

Dabriel and many others come to CHI once a week to get their blood drawn in the laboratory and sit down for some one on one attention from a pharmacist, like Lucy Hoff.

"When she breaks it down for you, everything is clear and you know exactly what you are dealing with," said Dabriel.

The pharmacist goes over everything, from the patient's diet, exercise and all of their medications. Over time they build relationships. They get to know each patient's issues, challenges, lifestyles and personalities.

"They tend to trust us a lot," said Hoff. "When they go to the doctor's office, it can be very intimidating."

When the pharmacist gets the lab test back during that visit, they can gauge immediately if the medication is too strong or too weak. The pharmacist can then adjust the dosage right there on the spot.

It is a delicate balance of T.L.C. and precision that can make the world of a difference in a patient's life. The CHI anti-coagulation clinic has become so popular that the program is trying to add hours to accommodate even more patients.



CHI Dentist Creates Explosions to Teach Boy Scouts



CHI's Dr. Gloriana Lopez performs a chemistry experiment at the National Boy Scout Jamboree

She can separate salt from water, and oil from water and she seems to make fire come out of thin air. No she's not a biblical character. However, Dr. Gloriana Lopez is one of CHI's dentists based at the Marathon Health Center. Lopez took two weeks off and went deep into the mountains of Southern West Virginia with 31,000 little boys for the National Boy Scout Jamboree.

Affectionately known as "Nana," she believes in giving back to the community and jumped at the chance to teach hands on chemistry experiments at the Jamboree.

"I love the outdoors," said Dr. Lopez. "I love giving back to the community and scouting, teaching the values that build character. It builds leadership and it builds appreciation of the outdoors. I'm blessed with extra time and I give my extra time to others when I can help."

Dozens of 14 to 20 year old young men received their chemistry merit badges after learning about chemical reactions, explosions and how to stay safe from Nana.

"They were all engrossed," she said. "Some of them are chemistry nerds but most of them were like wow! It can be a very dry merit badge, but we made it very entertaining on purpose."

When Dr. Lopez wasn't teaching chemistry at the Jamboree she volunteered to teach climbing and repelling. It is an experience she will likely never forget.

Nightmares Frighten the Heat Away from Championship



Nightmares celebrate after their victory.

Team includes Edrey Santos, Jose Valle, Rafael Valle, Arnaldo Fargas, Jonathan Brand, Santel Mays, Raul Rodriguez and Karif Cortiella

It was down to the wire when the Nightmares finally put the flames out on the heat in the Championship game, a nail biter of a game that kept every fan in the gym on their feet. The Nightmares inched away with the title by the time the game ending buzzer went off with a score of 45 to 43.

"This wasn't our best game," said Edrey Santos, team captain of the Nightmares. "They played really good."

It was like riding a rollercoaster for the fans who packed Goulds Gym. The score was neck and neck throughout the whole game, ending the game with a tie at 39 points. Three minutes into overtime, the game looked as if it could go either way. With just seconds on the clock, the Nightmares took the lead by 2 and ended their run undefeated. The stands erupted in cheering and the partying began! The Heat had a great night and didn't make it easy for the Nightmares.

"The championship game was exciting we were all on our feet," said Kerri-Ann Forbes, CHI's wellness coordinator and basketball Commissioner. "It was like back and forth the whole game. This was a game made for TV!"

Forbes organized four teams of CHI employees to play nine games. Now that season one is over, they are ready to do it all over again and expect to kick off season two shortly.

National Health Center Week Festivities

Please The Crowd



Most children don't enjoy going to the doctor for an asthma test or other important health related testing. But when you throw in face painting, clowns, food, music and prizes somehow their disdain turns into excitement.

Hundreds of children took advantage of National Health Center Week festivities held by Community Health of South Florida Inc. (CHI). The week long series of events was geared at getting children ready to head back to school and recognizing the role that Community Health Centers like CHI play in our neighborhoods.

The five events were packed with people and insightful information for everyone. The week kicked off with the Henry Schein Family Health Awareness Fair. Parents brought their children to get free book bags, enjoy entertainment and most importantly get a variety of medical testing on site at CHI's Doris Ison Health Center at 10300 SW 216th Street in Miami.



"This is a lot of fun," said Renee Gonzalez. "I brought my children to get free backpacks and I didn't realize that we were in for all of this. I'm not going to be able to get them to leave!"

Hot 105 did a live remote from the health center featuring, radio host Rodney Baltimore. People heard the message and came to see what all the buzz was about.

But that was just the beginning. CHI has a commitment to provide healthcare and outreach to everyone. From there the fun moved to the Everglades Housing Complex in Florida City with more food, fun and health screenings.

CHI also put on a special health fair for the homeless and those in transition at the Verde Gardens Apartments Community Center. This was a joint effort with the Chapman Partnership for the Homeless, Camillus House and Citrus Network, Inc. More than 80 families attended and took advantage of much needed free HIV/AIDS testing, glucose, cholesterol and blood pressure screenings. Congressman Joe Garcia and his staff were also there to join in the successful event.



National Health Center Week Festivities

Please The Crowd Continued...



CHI's health care forum and luncheon entertained and informed at the South Miami Dade Cultural Arts Center. Mariachi strummed a tune drawing the crowd into the auditorium. Then a surprise visit from a President Obama impersonator amused the crowd. All this led up to a very informative and important informational panel discussion on the Affordable Care Act. Colonel Brodes Hartley Jr., CHI's President and CEO explained how the federal health care law will affect CHI. Services are expanding, facilities are being upgraded and staff is on a training mission to provide top of the line service. Hartley said he expects the number of patients to possibly double under the Affordable Health Care law.

Janet Perkins, Executive Director for the Miami Dade Office of Countywide Health Care Planning also sat on the panel and spoke about how the plan would work and how it would affect everyone.



Finally, State Representative Kionne McGhee spoke about the issue from a legislative level.

"Events like this give people valuable information," said Colonel Brodes Hartley. "It brings a complicated issue like the Affordable Care Act into an understandable and interesting format for everyone."

The grand finale wrapped up health center week at Southland Mall's Back to School Health Fair. CHI organized dozens of vendors and health screening booths to line the hallways of the mall. Meanwhile children participated in a magic show and enjoyed other entertainment.

"We pulled off a week of successful enriching events," said Colonel Hartley. "It makes me proud to know that we were able to impact the community and help so many. This is part of what will be a constant effort to reach out to those in the community and empower them to take charge of their own healthcare"





When Jessica Dagrín received the CHI ACTION hero award she broke down in tears, humbled by the recognition. The Patient Care Technician in the Doris Ison Family Medicine Unit was awarded the plaque for her outstanding work ethic. According to Chief Medical Officer, Dr. St. Anthony Amofah, she takes charge of resolving any issues and goes above and beyond to make sure things are handled appropriately. Dagrín's coworkers say it is truly a pleasure to work with her.



Dr. St. Anthony Amofah presented at the National Association of Community Health Centers Conference in Chicago. His speech was titled "Changing patient care seeking behavior; a care coordination approach." Dr. Amofah is frequently called on as an expert to speak at national conventions. He has even been called to the White House in the recent past for a health care forum.

What's all the buzz about?



Patients tell us a lot about the care that they receive at Community Health of South Florida. Here are a few of their comments:

- ◆ "Thank you for saving my life! I was emotionally destroyed and physically ill. All the staff has been so kind and helpful."
- ◆ "I love that the director got involved and expedited the wait time to check in. Thank you."
- ◆ "Keep up the good work."
- ◆ "My experience went really well, more information than I expected."
- ◆ "I was very satisfied with the service. The doctors take their time to listen to you. They are very friendly."
- ◆ "I love how convenient this location is for me and my family."

We Heard You!

Chances are if you are an employee at Community Health of South Florida Inc. then you have been rounded on by your boss. No it's not the latest rodeo move. This is a one on one meeting designed to make sure all employees at CHI are happy on the job. It is a way for the company to determine what it can do to help each employee adjust and make sure they have everything they need to do a great job. It is also part of our journey to excellence and we are dedicated to making CHI a wonderful place for everyone.

We are listening and here are some of the dozens of outcomes that we have implemented as a result of your suggestions:

- ◆ Request for Trainer position in Management Information Systems
- ◆ Scanners for pharmacy at Doris Ison and MLK centers received
- ◆ Increased stock for Marathon prescriptions
- ◆ Refrigerators for Doris Ison and MLK Centers
- ◆ New printer in Lab received
- ◆ Supplies for PAMPER staff ordered
- ◆ Cell phone replacement
- ◆ Office supplies delivered
- ◆ HR Employee Tracking system purchased
- ◆ Laptop purchased for HR

Here are a few of the dozens that we are working on:

- ◆ Request for hi-speed scanner
- ◆ Number call system for Doris Ison Pharmacy
- ◆ Additional office space
- ◆ Audio visuals for teaching patients CARES
- ◆ Incentives for clients
- ◆ Electronic signature capability
- ◆ Improved work order submission and tracking
- ◆ Supplies
- ◆ Credit card machine in Dental unit at Naranja

