

Community Health of South Florida, Inc.

NEWSLETTER

www.chisouthfl.org*"Patient Care Comes First"*

Message from the CEO

When you are an organization that helps mostly less fortunate people, it's hard to attract the attention of those who are capable of lending financial support. However, health issues like cancer and heart disease strike company executives as well as people on the loading dock, so large donations are not unusual. Many people generally don't know much about Federally Qualified Health Centers like CHI, which makes the recent annual Robert Bailey/Glen Rice Celebrity Golf Tournament so important. Not only does the event raise significant dollars, but it also gives us a chance to communicate about our mission and good work to an audience that is happy to pay for a round of golf and dinner with celebrities. This year's event was held on Friday, March 18, at the Doral Golf Resort and Spa on the Red Course. We are grateful to all of our sponsors for underwriting much of the costs of the day, making it possible for CHI to use the proceeds of the event to provide quality health care to residents of South Florida.

This year, the fundraiser will support the development of a new building in Homestead, the Children's Medical Center, next to our existing MLK Health Center. The Children's Medical Center will include a Children's Crisis Stabilization Unit and pediatrics services. Currently, there is no Children's Crisis Center that serves the Florida Keys and Southwest Miami-Dade, requiring people who need these services to travel north. The community has been asking CHI to respond to this need, and that is our goal. In its 16 years, the annual tournament has raised more than \$700,000 to enable CHI to expand its services to the community.

Finally, we are so grateful to Robert Bailey and Glen Rice for lending their names to this annual event and for bringing their celebrity athlete friends to join them.

Brodes H. Hartley Jr.

President & CEO



LOCATIONS

Urgent Care Center

Open 7 days
10300 SW 216 Street
Miami, Florida
305-253-5100

Doris Ison

10300 SW 216 Street
Miami, Florida
305-253-5100

Naranja Health Center

13805 SW 264 Street
Naranja, Florida
305-258-6813

South Dade Health Center

13600 SW 312 Street
Homestead, Florida
305-242-6069

Everglades Health Center

19300 SW 376 Street
Florida City, Florida
305-246-4607

MLK Clinica Campesina

810 W. Mowry Street
Homestead, Florida
305-248-4334

West Perrine Health Center

18255 Homestead Ave
Perrine, Florida
305-234-7676

Behavioral Health Center

10300 SW 216 Street
Miami, Florida
305-253-5100

Marathon Health Center

2855 Overseas Highway
Marathon, Florida 33050
305-253-5100

Accountability and Compliance Today (ACT)

www.prestigehealthchoice.com

1800-611-0786 member services

KAPOW & Gulfstream Elementary School visits CHI!

By: Kerri-Ann Forbes

Kids and the Power of Work is a program of the National Child Labor Committee where businesses and elementary schools partner to introduce students to career awareness through lessons taught by business volunteers in the classroom. Students make one site visit to their business partner in addition to their classroom lessons. CHI partnered with Gulfstream Elementary and the KAPOW kids had their exciting and educational site visit to CHI on Friday, March 11th. The kids visited multiple stations all throughout the Doris Ison Health Center such as Infection Control, Urgent Care Center, Family Medicine, Lab, MIS, Human Resources, Dental and Pharmacy.



Let's Write CHI's History

By: Kerri-Ann Forbes

In honor of CHI's 40th Anniversary, Dr. Peggy Mills Demon is writing a book of CHI's history from the very beginning to today. On March 3, 2011 there was a book launch reception at the Doris Ison Health Center. Employees, family, friends, patients and people of the community were all invited to celebrate, bring pictures and share fond memories of CHI. It was a joyful night looking back at the forty years CHI has been in existence. If you have a CHI picture, memory, or story you would like to share, please call, extension 4003 or 305 242-4853.



CHI Retired Employees for 2011 - We'll Miss you!

Gladys Dietel
Pt. Financial Service Specialist
Hired: February 20, 1991
Retired: April 2, 2011

Gloria J. Little Grier
Pt. Financial Service Specialist
Hired: March 10, 1975
Retired: January 12, 2011

Zenaida Guzman
Pt. Financial Service Specialist
Hired: June 25, 1979
Retired: February 11, 2011

Tomasenor Martin
Pt. Financial Service Specialist
Hired: November 3, 1981
Retired: January 31, 2011

CHI Dental Does It Again: Healthy Smiles In Our Schools

By: Maima Radcliffe

A child's teeth and mouth affects how they feel, learn and behave. Kids who suffer from tooth decay and other oral diseases have difficulty eating, speaking, and learning. Dental disease is a bacterial infection, so it can leave children vulnerable to other illnesses. It is five times more common than asthma. Nationally, it is estimated that kids with oral disease miss 51 million hours of school annually.

Here in Miami-Dade County, there is a new program that can help keep children in school and promote oral health: Healthy Smiles in Our Schools. This new initiative is being piloted in a few schools and it enables students to have access to preventive services and regular oral health exams within the school setting using portable equipment. The result: kids can be healthier and more productive.

The Healthy Smiles in our Schools program will provide only minimal disruption of the children's education, requiring approximately 30-45 minutes per child for provision of dental services. All services are free of charge as the health centers will bill Medicaid. Children without insurance will be evaluated for eligibility for Medicaid. Preventive care services include: exams, cleaning, fluoride varnish applications, and dental sealants (that have been shown to be 100% effective in preventing cavities). Children needing restorative care will receive referrals for treatment.

The Health Foundation of South Florida and the DentaQuest Foundation are funding this opportunity. Their support enables Federally Qualified Health Centers (FQHCs) like CHI to deliver high quality dental care within a school setting, with minimal financial impact or obligation to the participating schools. The dental services will be an add-on to existing health services provided at select schools as part of Health Connect in our Schools.

CHI Dental Department has serviced eight schools thus far: Flagami Elementary, West Homestead Elementary, Redondo Elementary, Laura C. Saunders Elementary, Bowman Foster Ashe Elementary, Jane S. Roberts K-8 Center, Campbell Drive Elementary, and COPE South.



Felicia Stevens, Office Manager providing prophylaxis cleaning to student.



Roxana San Roman, Office Manager applying dental sealants.



Classroom setup of mobile equipment.

Save the Date - CHI 40th Anniversary Gala

Fontainebleau

4441 Collins Avenue

Miami Beach, Florida

Saturday May 7th, 2011

Reception 7pm

Ruby Gala 8pm

Semi Formal



2011 Robert Bailey/Glen Rice Celebrity Golf Tournament

By: Kerri-Ann Forbes

On Friday, March 18th, CHI hosted the annual Robert Bailey/Glen Rice Celebrity Golf Tournament. This year's Gold sponsors were American Medical Supplies, Stericycle and Mckesson Medical Surgical. The Silver sponsors were, All American Recycling, Transphoton and Xerox. The Corporate sponsors were Sam's Club, Sanford Barrows, Abes Floring, Refined Benefits, Prestige Health Plan, NSI Insurance Group, Med Trust, Henry Schien, Gold Coast Physicians Partner, Health Choice Network, Data Services Corp, Floridian Partners, FACHC, Leasing Experts, Borinquen Health Center, City of Homestead, Broward Community Health Center, Baptist Health, AT&T, United Health and Walmart. Over 150 golfers attended this event and \$72,000 was raised. The day ended with a delicious dinner, awards ceremony and a silent auction. Special thanks to all the sponsors, CHI's golf committee and the volunteers for a job well done.



Robert Bailey and Brodes H. Hartley Jr. take time out for a quick photo.



Blake Hall and Joe Prater with Miami Heat Dancers.



Golf Committee at the registration check - in



Hermine Pollard and Romanita Ford take time out for a quick photo.



Great raffle items donated to us from the wonderful Sponsors.



Hole In One Grand Prize Cutler Bay Mercedes Benz



Gilbert Rodriguez, Craig Snyder, Juan Colon and Brad St. Germa

1st Place Winners



Manny Dominguez, Bernabe Fajardo, Tianika Holland and Raymond Levy

2nd place Winners



Rudy Ariano, Luis Requejo, Jorge Calzadilla and Jorge Velazquez

3rd Place Winners

2011 Robert Bailey/Glen Rice Celebrity Golf Tournament Pictures



2011 Behavioral National Patient Safety Goals

Identify clients correctly

Use at least two ways to identify clients. For example, use the client's name and date of birth. This is done to make sure that each client gets the medicine and treatment meant for them.

Prevent infection

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization.

Check client medicines Note: This goal is effective July 1, 2011.

Find out what medicines each client is taking. Make sure that it is OK for the client to take any new medicines with their current medicines.

Give a list of the client's medicines to their next caregiver. Give the list to the client's regular doctor before the client goes home.

Give a list of the client's medicines to the client and their family before they go home.

Explain the list.

Some clients may get medicine in small amounts or for a short time. Make sure that it is OK for those clients to take those medicines with their current medicines.

Identify client safety risks

Find out which clients are most likely to try to kill themselves.

http://www.jointcommission.org/behavioral_health_care_2011_national_patient_safety_goals/

STUDER GROUP!



In the book *Good to Great*, Jim Collins writes about great organizations benefiting from the flywheel effect where the power of continued improvement and the delivery of results create momentum. Applying this concept to health care, the Studer Group developed the Healthcare Flywheel® to help organizations understand the journey in creating great places for employees to work, physicians to practice, and patients to receive care.

The beginning of this journey is not a launch or a kick off. It is simply recognition that all we do should start at the core of the organization: our values. In this way, we center or balance the flywheel. In health care, we have great purpose, do worthwhile work, and have the opportunity to make a difference. This is our hub.

From here, the first step to creating movement is to connect the dots to our hub so that people truly believe that they can make a difference. This inspiration is what allows organizations to implement initial changes.

The second part of our flywheel is when we give organizations very prescriptive To Do's, called Nine Principles® to achieve results. From measuring the important things to rounding for outcomes, to implementing an objective performance measurement system, to discharge phone calls, these prescriptive To Do's—when implemented—will continue to turn the flywheel.

The third part of the flywheel process is when the organization starts to see results under the Pillars, which provide a framework for prioritizing the desired results in step two. Instead of focusing on what is not getting done, the organization focuses on what is getting done.

In studying great health care organizations, we find what motivates people is the accomplishment of desired results. By tying results back to purpose, worthwhile work, and making a difference, the organization is inspired to follow more prescriptive behaviors to achieve even greater results, thereby creating a self-perpetuating culture of excellence, fueled by the momentum of the flywheel.

Current Events

National Minority Health Month	April
National Donate Life Month	April
National Autism Awareness Month	April
National Public Health Week	April 4 - 10
World Health Day	April 7
Earth Day	April 22
Infant Immunization Week	April 23 - 30

Help CHI For FREE!

- Go to www.goodsearch.com
- Where it asks who do you goodsearch for, type in "Community Health of South Florida," and click the "Verify" button.
- Once you've selected CHI, use the website to make internet searches just as you would any other search engine (like Yahoo!, Google or MSN)
- Each search you make contributes to CHI.
- Just 500 of us searching four times a day will raise about \$7,300 in a year without anyone spending a dime!