

# NEWSLETTER

www.chisouthfl.org



*"Patient Care Comes First"*



## Message from the 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

This year marks a major milestone for Community Health of South Florida (CHI). As we continue to be one of South Miami-Dade and Monroe County's leading providers of primary and behavioral health care services, we also turn 40. Yes, that's right. **CHI has offered quality health care services to South Florida for forty years.** The organization has come a long way from its beginnings in 1971, operating from two trailers and serving patients near U.S. 1 and S.W. 216<sup>th</sup> Street.

Among the visionaries who were responsible for creating CHI was Ms. Doris Ison, for whom our principal facility is named. Mrs. Ison helped galvanize action and authorities to reach an agreement to establish Community Health of South Dade, and with federal money from the Office of Economic Opportunity and a supplement from Metropolitan Dade County, CHI began to provide care.

Today, CHI provides quality, affordable health care services with close to 600 staff, from seven state of the art community health centers and at 27 school based health suites. Our providers utilize an electronic health record which increases accuracy, reduces patient wait time and overall, allows us to provide better care. We provide door-to-door transportation for our patients to and from appointments; we have four pharmacies with low cost medications; we have two urgent care centers and we provide an array of services to include OB/GYN, behavioral health care, dental and radiology services. In 2010, CHI served more than 81,000 unique patients, representing over 346,000 patient visits.

Happy Birthday CHI! Thanks for providing quality, affordable health care to those who need it. Thanks for being a pillar of the community and thanks for being so much to so many.

Brodes H. Hartley, Jr.

President & CEO



Accountability and Compliance Today (ACT)



[www.prestigehealthchoice.com](http://www.prestigehealthchoice.com)

1800-611-0786 member services

1800-617-5727 provider services

Leading the Way to Quality Care

# CHI 40th Anniversary Gala—Fontainebleau Hotel

By: Kerri-Ann Forbes

CHI celebrated our 40th Anniversary with an evening of elegance on May 7th, 2011 at the Fontainebleau Hotel on Miami Beach. Great thanks to our Ruby sponsors; Dade Medical College and Gold Coast Physician Partners, our Emerald Sponsors; Baptist Health of South Florida, Coventry Health, and Jahanbakhsh Nasserzare, M.D., P.A., our Pearl Sponsor; Prestige Health Choice; not to mention the CHI Planning Team, Homestead Air Reserve Base Honor Guard, Jawan Strader and all the volunteers who made it a night to remember.



Mr. & Mrs. Brodes Hartley Jr. with Guests



Dr. Robert and Jamicka Johnson & Family



Margaret Clinton & Lynette Boodhoo



Alfredo & Wanda Garcia,  
Hipolito & Ida Hernandez, Nerieda Berrios



Homestead Air Reserve Base Honor Guard



Erin Jamerson & Jessica St. Amand



Sheranda Williams, Brodes Hartley Jr. &  
The Honorable Jimmie L Williams, III



Toni Bowen-Mcduffey and Family



Dr. Millied Lopez de Victoria & Dr. Roy Rosado,  
Dr. Suneetha Atluri, Maria Roman &  
Bernardo Prado



Brodes Hartley Jr. & Vice Mayor  
Ernest Sochin of Cutler Bay



Brodes Hartley Jr. & Agustin Garcia  
Representing the  
Mayor Julio Robaina of Hialeah



Brodes Hartley Jr. & Jawan Strader  
MC of the evening from CBS4



Brodes Hartley Jr. & Veronica Beiu  
Representing Commissioner Dennis Moss

# 40th Anniversary Gala Pictures Continued...



## ACTION Hero - Joann Montalvo



Brodes Hartley Jr. and Joann Montalvo

Joann Montalvo from the CARES Department was chosen as this month's ACTION Hero. Her consistency in always going the extra mile for her patients and co-workers has gotten the attention of her superiors and peers and she is well deserving of this award. She received a Certificate of Recognition from Brodes H. Hartley Jr. and four free healthy lunches on "Wellness Wednesday" in the CHI cafeteria. Ms. Montalvo enjoys spending time with her family and traveling, especially her yearly visit to her hometown in Puerto Rico. She considers CHI her extended family and is very proud to work here. Keep up the good work Joann! CHI is fortunate to have employees like you!

## CHI Employee Wellness Program Award

Olga Connor - Miami Dade Health Department

The Consortium for a Healthier Miami-Dade, an initiative of the Miami-Dade County Health Department, proudly announced the winners of the third annual “2011 South Florida Worksite Wellness Forum and Awards” at a ceremony at the Miami Beach Resort on April 8, 2011. The program honored South Florida companies (from Orlando south) that demonstrated a commitment to employee wellness and whose programs produced positive health outcomes. The winner of the small business category – businesses with less than 500 employees, went to Seitlin Insurance and Advisory Services – a privately owned and independent insurance and advisory service company with 135 employees. The mid-sized category winner – businesses with 500 to 1,000 employees – went to Community Health of South Florida, Inc., a private non-profit Federally Qualified Healthcare Center located in Homestead with 565 employees. The winner of the large business category – businesses with more than 1,000 employees – went to the School Board of Broward County, the nation’s sixth largest fully accredited K-12 and adult school system, with 28,653 employees.

The event was hosted by CBS-4 Anchor Shannon Hori. Lillian Rivera, RN, MSN, Ph.D., Administrator of the Miami-Dade County Health Department provided an inspirational message to help employers increase participation in their wellness programs. Diane Canova, JD, Vice President of Policy and Programs at Partnership for Prevention, delivered the Keynote Address, providing the national perspective on the state of employee wellness.

“In an era of rising healthcare costs and increased risk for chronic diseases, this program is essential for educating the local business community about the many wonderful benefits that worksite wellness programs provide,” said Dr. Rivera. Business owners, managers, human resource professionals, insurance brokers and those interested in wellness attended the luncheon. More than half of healthcare costs are due to unhealthy lifestyles and stress. Tobacco and alcohol use, lack of physical activity and poor nutrition all contribute to increased health costs.



Many employers have already experienced the vast benefits of a healthier workforce, including reduced healthcare costs, increased productivity, decreased absenteeism, as well as an overall improvement in staff morale and company loyalty that can be produced with comprehensive worksite wellness programs.

The Miami-Dade County Health Department initiated the Consortium for a Healthier Miami-Dade in 2003 to address the increasing rates of chronic diseases in the local community. The Consortium is comprised of community agencies that work in collaboration to promote healthy lifestyles including a healthy diet, regular physical activity and not using tobacco products. The Worksite Wellness Committee is a workgroup of volunteers dedicated to promoting healthy lifestyles in the work setting by sharing information on best practices and by creating partnerships to implement worksite wellness activities. For more information please visit [www.healthymiamidade.org](http://www.healthymiamidade.org).

## Men’s Health Week

Men’s Health Week is celebrated every year as the week leading up to and including Father’s Day. This year we will celebrate it from June 13th to June 19th. The purpose of Men’s Health week is to increase awareness of preventable health problems and encourage early detection and treatment of diseases among males of all ages. This week provides a platform for the media and health care providers to encourage all males to visit the doctor regularly in hopes to diagnose and early treatment for disease and injury.

Visit [www.menshealthmonth.org](http://www.menshealthmonth.org) for more information.

Wear a blue ribbon during the month of June to help spread the knowledge of Men’s Health Month!

# Happy Father’s Day!

## CHI History - Celebrating 40 Years of Care



In the 1960s, access to primary and preventive healthcare, let alone emergencies, was unavailable to many Black Americans, Bahamians and Mexican seasonal farm workers in South Florida and Community Health of South Dade (CHI) was established to provide improved access to healthcare in South Miami-Dade County.

Doris Ison, a visionary for whom CHI's principal facility is named, persuaded authorities to establish Community Health of South Dade, Inc. A mix of federal and county funds helped CHI open two trailers near U.S. 1 and SW 216 St. Soon thereafter, CHI also opened the Martin Luther King, Jr. Clinica Campesina near Homestead to serve indigent and migrant families.

When the Kendall Hospital closed in 1972, Dade County helped CHI use Decade of Progress funds to build a permanent facility on a 28-acre site on SW 216th Street. The then new facility was named after Doris Ison. CHI initially focused on primary care and disease prevention and sought increased revenues from patient fees and insurance payments. By 1980, facilities and staff had expanded to offer a women/infant/children program operated by the

Public Health Department, eye care, emergency treatment and an expanded primary care. Cases were referred to specialty facilities only as necessary.

In the mid '80s, CHI's new President and CEO, Brodes H. Hartley, Jr. sparked a decade of consistent growth with outreach efforts to a growing South Dade. CHI added migrant centers, expanded its mental health crisis unit, developed a Child protection team and therapeutic group homes for youngsters, and established innovative programs at COPE South, Southridge and Homestead High Schools. CHI also responded to the spread of AIDS, opened transitional housing for the homeless and added ultrasound, mammography, and diagnostic services.

To serve a growing population more efficiently, and to lower costs, CHI and three other health centers (Economic Opportunity Family Health Center, Helen B. Bentley Family Health Center and Camillus Health Center) pioneered Health Choice Network to delegate business services for more effective management, freeing the centers to offer more patients, more services and improve results. CHI also formed the Community Health Foundation, Inc. to pursue development and fund-raising opportunities.

In the 1990s, CHI focused on cost containment. New relationships with HMOs and other forms of managed care helped CHI aggressively market its "one stop shop" services in a culture increasingly concerned about healthcare's accessibility, quality and cost. Hurricane Andrew devastated South Miami-Dade County in August of 1992. Two trailers housing the South Dade and Everglades migrant centers operations were destroyed but with FEMA assistance, services resumed from new trailers.

During the 1990s CHI completed construction projects that provided permanent modern facilities and expanded services through four school-based health centers. CHI was accredited by the Joint Commission on Accredited Healthcare Organizations (JCAHO) in 1998.

CHI greeted the new century with a much larger client base. The dental program increased to seven dentists, providing care at all but one location. Prevention, school and "good health" programs helped polish CHI's reputation as a "one stop shop" for all health care. Successful implementation of an Electronic Health Record (EHR) and Electronic Oral Health Record (EOHR) improved accuracy and efficiency, emphasizing a focus on the organizational motto that still exists today. "Patient care comes first."

In 2007, CHI expanded care to the Florida Keys by opening the first Federally Qualified Health Center in Marathon. At this time, the name was changed to Community Health of South, Florida Inc to better represent the community served.

## School Sites

**HEALTHCONNECT**  
IN OUR SCHOOLS



By: Beatriz Fernandez

Health Connect in our Schools is a comprehensive, quality-driven health initiative, spearheaded by **The Children's Trust**, with the goal of having the healthiest children possible in Miami-Dade County. Health Connect in our Schools provides a team of nurses/nurse practitioners, social workers and health aides (Patient Care Technicians) to public schools to provide needed health and mental health services. The benefits of Health Connect in our Schools includes: improved immunization compliance, students staying in school versus going home for illness, decreased 911 calls from the school site, improved follow-up for health screenings such as vision/body mass index, and Parents knowing their children are well taken care of by trained professionals while in school. Our team is dynamic; hardworking goes above and beyond to meet the needs of the students' everyday. CHI is currently in 26 schools the teams consists of one ARNP/PA, two health aides (PCTs) and a Social Worker meet your team:

### ARNP/PA

Adma Wilson-Romans  
Michelle Paul  
Christine Dolgin  
Jamika Hicks-Johnson  
Ines Rodriguez  
Margaret Geneve  
Sharon Pottinger  
Sondra Smith  
Youseline Duret  
Nancy Foust  
Giannina Santos  
Charlyne Gabriel Jacques  
Mihee Hwang

### Social Workers

Nancy Morene  
Caroline Ellis  
Lorna Burnett

### PCT

Luz Rosa  
Marie Alerte  
Olga Piloto  
Angel Newman-Dewberry  
Tracy Rodriguez  
Dayana Munoz  
Laura Saucedo  
Carmen Edwards  
Yudy Gonzalez  
Rebecker Jones  
Candace Lyons  
Ana Diaz  
Phebee Gasson

### PCT

Truneice Love  
Nancy Wolff  
Gloria Garcia  
Zoila Delas  
Madonna Hepburn  
Joyce George  
Mileydi Diaz  
Cantrell Nealy  
Andria Mattis  
Pnola Jones  
Nancy Monteagudo  
Sabrina Brown

## Infection Control and Dentistry

Information courtesy of the **Academy of General Dentistry**

Image courtesy of [www.harrisbiomedical.net](http://www.harrisbiomedical.net)



Infection control is a set of recommended safety precautions that dentists implement to protect their patients and staff in the office. Strict infection control is required to prevent the spread of disease, since many dental procedures involve direct contact with blood and saliva. Improved infection-control procedures with heightened awareness of the dangers of infection mean that the instruments and supplies your dentist uses in your mouth are either heat-sterilized or they are disposable items intended for one-time.

In 1986, less than 30 percent of dentists wore gloves, masks or gowns. Today, these infection-control tools are required in all dental practices. To fight the spread of diseases, such as human immunodeficiency virus (HIV), hepatitis B, syphilis and herpes viruses, your dentist has strict procedures and may use a variety of measures to ensure that instruments used during dental procedures are sterile. As an extra precaution, many dentists and their staff are vaccinated for hepatitis B, to prevent them from potentially passing it on

to patients. Sterilizing dental instruments, a process that destroys all forms of microbial life, is also an important part of infection control in a dental office.

When you first sit in the dental chair, chances are the first thing you'll see is your dentist washing his or her hands. Hands are washed at the start of the day, before putting on and taking off gloves and after touching any potentially contaminated surface. Your dentist may use a variety of protective items that are used once and then thrown away, including gloves, masks, paper drapes, suction/water tube tips and needles. Dentists and their assistants can use different kinds of protective gloves. Latex or vinyl gloves are used for patient examinations and procedures and are worn whenever skin could be in contact with body fluids. Between patients, the gloves are thrown away, the hands washed and a new set of gloves is used to treat the next patient.

Dentists sterilize handpieces and other instruments between patients to prevent the transmission of diseases. Dental offices follow and monitor specific heat-sterilization procedures, which are outlined by the CDC and the ADA. Most dental instruments are sterilized in special machines; it takes much more than just soap and water to make sure instruments are free of bacteria. Recommended sterilization methods include placing these tools into an autoclave (steam under pressure), a dry-heat oven or chemical vapor (commonly called a chemiclave.)

# 2011 Laboratory National Patient Safety Goals

**The purpose of the National Patient Safety Goals is to improve patient safety. The Goals focus on problems in health care safety and how to solve them.**

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

**Improve staff communication** Quickly get important test results to the right staff person.

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

[http://www.jointcommission.org/lab\\_2011\\_npsgs/](http://www.jointcommission.org/lab_2011_npsgs/)

## Journey to Excellence



Have you received one of these? If so, great work! We sincerely appreciate all that you do to make Community Health of South Florida a great place for employees to work, for physicians to practice, and for patients to receive care! If you have yet to get one, pay attention to those who have received a thank you note and hopefully you will get one soon as well.

So what's this all about? CHI's leaders (to include managers, supervisors, Directors, Vice Presidents and the President & CEO) are now personally watching for the great work that you do on a regular basis. If what you have done was so good that it caught the eye of a supervisor, you will get a handwritten note thanking you for doing great work!

### Current Events

Arthritis Awareness Month	May
Hepatitis Awareness Month	May
National High Blood Pressure Education Month	May
Memorial Day (Health Centers Closed)	May 30
Men's Health Month	June
Father's Day	June 19

### Help CHI for FREE!

- Go to [www.goodsearch.com](http://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!