

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

Breast cancer is the most common cancer in women, except for skin cancers. It is the second leading cause of cancer death in women, behind lung cancer. As with most cancers, early detection of breast cancer greatly improves chances for survival. Women living in North America have the highest rate of breast cancer in the world, and African American women are more likely than all other women to die from breast cancer. National Breast Cancer Awareness Month began in 1985 to encourage women to be aware of the early signs of breast cancer and to have an annual checkup. Women should learn to examine their breasts each month for any lumps or irregularities and see a doctor immediately if they find anything unusual.

While breast lumps are always frightening, most are not cancer. An examination of breast and underarms by a doctor or nurse should be a regular part of your annual check-up. Most important, all women starting at age 40 should get a mammogram each year. This will detect breast cancer that is too small for you or your doctor to feel, and is the best way to detect cancer early. If you have a family history of breast cancer, your doctor may want to begin mammograms earlier.

While doctors still don't know how to prevent breast cancer, you can reduce your risk by keeping a healthy weight and limiting how much alcohol you drink. Beyond that, early diagnosis gives a woman more treatment options and makes it more likely she will survive the cancer. It has been known for some time that African-American women are more likely to die from breast cancer than other women, and the most likely reason was that diagnosis of the disease was not made in a timely manner because of lack of access to health care. Mammograms are a basic part of the health care services we provide at CHI, and there is no reason for a woman not to have a mammogram each year. Please encourage your friends to make use of this important service.

Brodes H. Hartley, Jr.

President & CEO



Accountability and Compliance Today (ACT)



www.prestigehealthchoice.com

1800-611-0786 member services

1800-617-5727 provider services

CHI Loves Their Community Partners

By: Kerri-Ann Forbes

CHI is very fortunate to have so much support from the community. One of CHI's biggest community partners and donors is the Health Foundation of South Florida. The Health Foundation is a nonprofit grant making organization, dedicated to improving health in Broward, Miami-Dade and Monroe Counties. Their mission is to improve the health status of people in Broward, Miami-Dade and Monroe counties and they put all their efforts to supporting programs to promote health and prevent disease. Eighty nine million dollars have been awarded to nonprofit organizations for programs focused on healthy eating active communities, preventive measures, primary care and oral health since 1993.

This past June, the Health Foundation held a special recognition luncheon to celebrate their partnership with their active grantees. The Foundation awarded grants totaling \$1,400,632 to 24 nonprofit organizations focused on increasing access to quality, primary health care; healthy lifestyles, preventive health measures, oral health and other community health needs in Broward, Miami-Dade and Monroe Counties. "By supporting programs and providing technical assistance to promote health and prevent disease, the Foundation is able to make a measurable and sustainable impact in improving the health of underserved individuals and families in South Florida," said Health Foundation Chairwoman Karen Gilmore. She added, "We are proud to partner with grantees in addressing community needs and ensuring residents have opportunities for better health."

Some of the programs the Health Foundation has supported at CHI are the Marathon Health Center expansion in 2007, the Employee Wellness Program from 2007-2009, the Chronic Disease Self Management Program from 2009-2011, and several Oral Health projects. We truly appreciate the Health Foundation for all they do. For more information about the Health Foundation please call 305.374.720 or visit the website, www.hfsf.org.

2011 Employee Awards Banquet

CHI's 40th Annual
Employee Awards Banquet
October 15, 2011
7:30pm to 12am
Tickets \$15

Hyatt Regency Miami
400 Southeast 2nd Ave
Miami, Fl 33131



October is National Breast Cancer Awareness Month



National Breast Cancer Awareness Month is dedicated to increasing awareness of the importance of early breast cancer detection.

Please visit <http://www.nbcam.org/>
for more information on National Breast Cancer Awareness Month!

2011 National Health Center Week Pictures



Thomas Van Coverden, Joan Eliasek and Brodes Hartley Jr.

Health Forum Panel



Left: South Florida Boys & Girls Choir

Right: Thomas Van Coverden, NACHC President & CEO Keynote Speaker



Gail Price-Wise, President, Florida Center of Competence



Southland Mall Back to School Health Fair



Henry Schein Healthy Smiles Health Fair



2011 Cultural Awareness Day Pictures

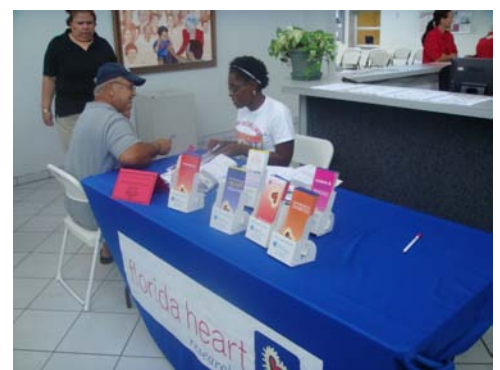


Cultural Awareness Day 2011
Fun, Food, Music, Dancing, Culture,
History, Art, Food, and more Food!

Cultural Awareness Day Pictures Continued....



Hispanic Heritage Health Fair



Journey to Excellence

Minimize Last-Minute Requests

By Quint Studer, BA, MS, Founder of Studer Group®

It's 4:30 and you're putting the finishing touches on your monthly patient experience/satisfaction report. You're feeling good about making the 5:00 p.m. deadline. Then, the phone rings. It's your coworker Barbara asking you to take "a quick look" at the hospital newsletter that needs to go to print today.

Unfortunately, you've been down this road before with Barbara and you know what's coming. Sure enough, as you scan the newsletter, you see that several key points are missing. There is not enough time to fix this and meet the printing deadline. Also, even if you *could* get the needed changes made in time, you'll end up either missing your own deadline or delivering a (far) less-than-perfect finished product.

It's a dilemma. You don't want to drop the ball on your report—but you also don't want to be responsible for letting a substandard newsletter go out.

Fortunately, you can deal productively with people who've gotten into the habit of making last-minute requests and even "re-train" them. Obviously, this will help you do your best work.

You'll also be able to help last-minute requesters change their work styles, so that they can be more efficient and productive and form better relationships at work.

Read on for a few tips on how to handle excessive last-minute requests:

Hold up the mirror. Have you helped last-minute requesters in the past without any complaint? Remember, what you permit, you promote! Essentially, you've trained coworkers to think last-minute requests aren't a problem for you. If this is the case, then you'll have to start the groundwork for changing these behaviors with yourself and with your coworkers.

Put a request system in place. Put a process in place that gives people a protocol for making requests and lets them know how long certain tasks take.

At one organization where I worked, HR was being criticized for taking too long to approve new hires. The managers doing the hiring would get upset because the approval process took a couple of days and they needed the new hire in place immediately. They thought HR wasn't being responsive to their needs, but HR thought these managers weren't allotting them the time they needed.

To solve the problem, we made a rule that as soon as a manager wanted to make a hire, she was to send the person to HR and they would get back to her within 72 hours. By putting a process in place, we were able to put everyone on the same schedule so that no one was being rushed and no one felt like the ball was getting dropped.

Educate people on how long a task takes. Often, when certain tasks don't ever fall under a person's job requirements, they may underestimate how long a certain task takes to complete.

Consider how this dynamic plays out inside hospitals. A patient might be waiting in the ER to hear about lab work. He might think the lab is dragging its feet on getting the results, when in reality, it can take two hours or more for certain tests to be done. We would explain this time issue to a patient by saying, "Sir, your cultures will need to sit for a certain amount of time in order for us to get a valid result. I want you to know the process will take two hours." This would ease his anxiety and allow him to have realistic expectations.

In your job, when you receive a last-minute request, it's okay to say, "I am going to get this done as quickly as possible, but I want you to know that X, Y, and Z will have to happen and that takes time." Now the coworker knows what to expect and that in the future he should allow more time for certain requests.

Use collaborative problem-solving. When you've explained exactly what you have on your plate and exactly how long a task will take and your coworker has told you exactly when she needs the task completed, it's time to implement some collaborative problem-solving. There might have to be some give and take between you and your coworker. For example, you might have to say, "In order to do it right, I can have it to you by the end of the day tomorrow. But in order to meet that deadline, I'll need your help doing this, this, and this."

Set consequences. At one organization where I worked, every new employee had to go through an orientation program. Orientation sessions were regularly held every other Monday, and everyone knew this. Every now and then, a department manager would have a new employee starting at the organization who hadn't yet completed orientation. We couldn't allow the new hire to start, so the manager would be upset. But we'd explain that because he waited until the last minute to make arrangements for the orientation, he missed out on allowing the new hire to start on the right date. We held tight on this every time it happened. Eventually, the behavior stopped. When you hold steady on these consequences, people will begin to change their behaviors.

Reward and recognize. Take a look at the employees who are always considerate of your schedule and do the proper planning to meet deadlines. Do you ever thank them for doing so? Or if this has been a problem with a coworker but she's made changes in her behavior to do better, have you recognized and rewarded this change? If not, then it's important that you start, because behaviors that are recognized and rewarded get repeated.

Handling excessive last-minute requests essentially comes down to planning. Sure, on occasion, a situation will pop up where a last-minute task has to be completed, but by and large, last-minute problems can be avoided when the right amount of planning is done on the front end. Keep communication open with coworkers and work with the leaders at your organization to make sure that everyone is on the same page and knows the protocol for completing important projects.

Behavioral Health Care 2011 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 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 correct medicine and treatment.

Use medicines safely

Record and pass along correct information about a client's medicines. Find out what medicines the client is taking. Compare those medicines to new medicines given to the client. Make sure the client knows which medicines to take when they are at home. Tell the client it is important to bring their up-to-date list of medicines every time they visit a doctor

Prevent infection

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Identify client safety risks

Find out which clients are most likely to try to commit suicide.

http://www.jointcommission.org/assets/1/6/BHC_NPSG_6-10-11.pdf

CHI's 40th Anniversary Theme



The Flame of Passion, Compassion & Concern.

“Patient Care Comes First”

Current Events

National Breast Cancer Awareness Month	October
Eye Injury Prevention Month	October
National Down Syndrome Awareness Month	October
National Physical Therapy Month	October
Columbus Day (Health Centers Closed)	October 10
Employee Awards Banquet	October 15

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!