

Community Health of South Florida, Inc.

# 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

A report was done by the U.S. Surgeon General in 2006 that shows that secondhand smoke is even more dangerous than everyone thought. Richard H. Carmona who was the Surgeon General at the time said there is no "risk-free" level of secondhand smoke, and that nonsmokers exposed to secondhand smoke increase their risk of heart disease and lung cancer by 20 to 30 percent.

Florida is ahead of most of the country in banning smoking in indoor locations, yet many people are still exposed to secondhand smoke in bars and social settings, and even at home.

"Our progress over the past 20 years in clearing the air of tobacco smoke is a major public health success story," Richard H. Carmona said. "We have averted many thousands of cases of disease and early death and saved millions of dollars in health care costs." He emphasized, however, that more than 126 million Americans continue to be regularly exposed to secondhand smoke in the home, at work in many states, and in enclosed public spaces.

Judging by the number of cigarette butts in and around the ashtrays at the CHI entrances, we are not doing a very good job in convincing our patients (and even some of our employees) about the dangers of smoking not only to themselves, but to their families.

The government is now telling you that smoking at home will increase your children's risk of heart disease and lung cancer by 20 to 30 percent. It also increases the risk for sudden infant death syndrome (SIDS), respiratory problems, ear infections, and asthma attacks in infants and children. That sounds like a pretty effective nonsmoking message!

The report, *The Health Consequences of Involuntary Exposure to Tobacco Smoke*, finds that even brief secondhand smoke exposure can cause immediate harm. The report says the only way to protect nonsmokers from the dangerous chemicals in secondhand smoke is to eliminate smoking indoors.

To help communicate the report findings as widely as possible, there is an easy-to-read guide with practical information on the dangers of secondhand smoke and steps people can take to protect themselves. Copies of the new report and related materials are available through the website at [www.surgeongeneral.gov/library/secondhandsmoke](http://www.surgeongeneral.gov/library/secondhandsmoke).

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

## 2011 National Health Center Week

By: Kerri-Ann Forbes

The theme for this year's National Health Center Week was "Celebrating America's Health Centers: Serving Locally, Leading Nationally." It was celebrated from August 7th through the 13th. The purpose of this week is to educate the public on America's Health Centers and to make sure everyone has a health care home. America's Health Centers now serve over 20 million people (including 925,000 farmworkers and nearly 940,000 people who are homeless) in 7,000 communities in all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. Health Centers have been around for more than 45 years providing affordable, high quality, cost-effective health care to all people, regardless of their ability to pay.

CHI began the 2011 National Health Center Week with a successful Henry Schein-Healthy Families, Healthy Lifestyles Health Fair on August 6th at the Doris Ison Community Health Center. On August 10th CHI hosted a Healthcare Forum luncheon at Jungle Island sponsored by McKesson with Mr. Thomas J. Van Coverden, President & CEO of the National Association of Community Health Centers as the keynote speaker. The Farmworker Health Fair with the Everglades Community Association was on August 11th. CHI also held the annual Back to School Health Fair at Southland Mall on August 13th. Photos of all events will be in the October newsletter.

For more information on National Health Center Week please visit: <http://www.healthcenterweek.org>

### President & CEO of NACHC visits CHI



Not only was the President & CEO of the National Association of Community Health Centers, Mr. Thomas J. Van Coverden, the keynote speaker at the Healthcare Forum; he also made a special trip to our Doris Ison Health Center on August 11th where he acknowledged CHI for 40 years of service! This was his first visit to CHI and he toured the facility and was very impressed with the range of services CHI has to offer especially the new state of the art Imaging Center. Mr. Van Coverden stated that CHI is a model for Community Health Centers across the country. We were honored to have Mr. Van Coverden here and hope he comes back to visit soon!

Left: Mr. Brodes H. Hartley & Mr. Thomas J. Van Coverden

### Have you seen CHI's new Imaging Center?

The new state of the art Imaging Center is now open at the Doris Ison Health Center. CHI celebrated the grand opening with a beautiful reception on August 24th.



## CHI's ACTION Hero



Brodes Hartley Jr.,  
Laine Williams and Hermine Pollard

Laine Williams was selected as the ACTION Hero for August 2011 and received a Certificate of Recognition and an award. Ms. Williams was surprised and honored to receive this award directly from Brodes H. Hartley, Jr., President/CEO.

During the planning stages of CHI's 40<sup>th</sup> Gala celebration, Laine went above and beyond the call of duty in supporting and ensuring the success of the event. Laine spent several evenings until almost 8pm working on the mailing list, invitations, the souvenir booklets and seat assignments. During the day she would respond to e-mails and answer and make telephone calls. She demonstrated composure, patience, attention to detail and a commitment to the success of the GALA. Laine was just as committed during the preparation for the golf tournament. She is to be commended for her work ethic and dedication. Keep up the good work Laine!

## What is a dental emergency?

Dental Information Courtesy of CHI's Dental Department

### What is a Dental Emergency?

Injuries to the mouth may include teeth that are knocked out (avulsed), forced out of position and loosened (extruded) or fractured. In addition, lips, gums or cheeks are often cut. Oral injuries are often painful and should be treated by a dentist as soon as possible.

### How soon should I see a Dentist?

Immediately. Getting to a dentist within 30 minutes can make the difference between saving or losing a tooth.

### What should I do if tissue is injured?

Injuries to the inside of the mouth include tears, puncture wounds and lacerations to the cheek, lips or tongue. The wound should be cleaned right away with warm water, and the injured person taken to a hospital emergency room for the necessary care.

Bleeding from a tongue

laceration can be reduced by pulling the tongue forward and using gauze to place pressure on the wound.

### What should I do if I chip a tooth?

If a tooth is chipped, find the chip, save it and visit your dentist immediately.

Put the chip in a plastic baggie, and keep the chip moist by adding a few drops of water to the bag or wrapping it in wet gauze.

Visit your dentist as soon as possible.

### What is orofacial pain?

Orofacial pain includes a number of clinical problems involving the chewing (masticatory) muscles or temporomandibular joint. Problems can include temporomandibular joint discomfort; muscle spasms in the head, neck and jaw; migraines, cluster or frequent headaches; or pain with the teeth, face or jaw. You swallow approximately 2,000 times per day, which causes the upper and lower teeth to come together and push against the skull. People who have an unstable bite, missing teeth or poorly aligned teeth can have trouble because the muscles work harder to bring the teeth together, causing strain. Pain also can be caused by clenching or grinding teeth, trauma to the head and neck or poor ergonomics.



# Journey to Excellence

## The Art (and Business) of Managing Up

Written by Quint Studer

Accentuate the positive and you'll reap amazing business benefits. Here are some practical, powerful ways to manage up bosses, direct reports, and your entire organization.

Leaders, are you looking for a highly effective way to gain support for meeting established goals, create more autonomy within your organization, save time, and better control your personal destiny? Learn the fine art of "managing up." That's right. Accentuating the positive is more than fodder for classic song lyrics and self-help books—it's brilliant business advice.

Managing up is, in essence, positioning people. It sounds quite simple and in theory it is: just work to align staff instead of dividing them. But managing up is actually a skill of some delicacy. It's not always our first impulse. But it's a skill that managers should focus on and hone until it becomes second nature.

When you don't manage up, you inadvertently contribute to the "We/They Culture." As in: I fought hard to get you that raise, but Administration said we just don't have the budget for it. See? We = manager and employees. They = Administration. Perhaps you've said something similar, "managing down," not deliberately but subconsciously.

This is just one example of what happens when you manage down by default. But it serves to illustrate why you must make a conscious effort to manage up whenever possible. There are three major ways to do so:

### **Manage up your boss.**

Managing up your boss positions the organization well, aligns desired behaviors, helps senior leaders be more visible, and creates an opportunity for praise. Don't think your boss is getting overwhelmed with praise. Bosses hear what's wrong all the time. Very rarely do they hear what's right. Here are a few suggestions:

- Write your boss a thank you note. Be specific about what you appreciate, because it will align your boss's behavior to your own and help you control your own destiny. For example, if you say, "Debbie, I really appreciate the fact that you always make time for me because I find this to be so important," what do you think will happen the next time you see Debbie? She will make time for you.

### **Manage up your staff.**

Managing up employees is more than "a nice thing to do." It's a practical tool for reinforcing specific behaviors. Recognized behavior gets repeated. When all managers start managing up their direct reports on a regular basis, pretty soon you have a whole company full of people making it a point to replicate the behavior that got them recognized. The impact of that can be enormous. Here's how:

Single out high performers for public praise. Corner your exemplary employee when he's with a group of his peers to say thank you. Be specific, not general. Don't just say, "Bob, you're doing a great job." Say, "Bob, you did a great job on that marketing report. Thanks for staying at the office so late last night to finish it up." This reinforces Bob's thoroughness and work ethic, but it also lets other employees in the vicinity know what kinds of behaviors get praised.

### **Manage up your organization.**

People need to feel good about the company they work for. No one can achieve excellence—which means having a sense of purpose, doing worthwhile work, and making a difference—if they're in an environment where people denigrate the company or its products. Look for every possible opportunity to manage up your organization. Here's how:

Never down talk other departments. This is another manifestation of We/They syndrome. If you're in marketing, don't make disparaging remarks, even jokingly, about those short-sighted "bean counters" in accounting. Remember, you must seek to create alignment, not division. A company divided against itself cannot stand.

Promote your brand to customers, family, and friends. In my health care work, managing up hospitals to patients is a big issue. It makes sense. Saying, "We have an excellent radiology department," or "Dr. Jones is the best cardiologist in the industry," goes a long way toward reassuring jittery patients. But the same principle applies to any industry. And walk the walk; don't just talk the talk. If you make Fords for a living, you don't drive a Chevrolet. It sends an unfavorable message.

**There are plenty of opportunities to manage up. Do it when things are going well, when you have good news to share, or when you need direction on how to achieve specific goals. When you look for ways to focus on the positive, you will find them. And they will ripple outward, creating more opportunities. Ultimately, you'll find that managing up makes you a better leader, your employees better employees, and your organization a better organization. It's a win for everybody.**

# 2011 Behavioral 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 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/](http://www.jointcommission.org/behavioral_health_care_2011_national_patient_safety_goals/)

## CHI's 40th Anniversary Theme



# The Flame of Passion, Compassion & Concern.

## “Patient Care Comes First”

### Current Events

Prostrate Cancer Awareness Month	September
Ovarian Cancer Awareness Month	September
National Cholesterol Awareness Month	September
Fruit and Veggies More Matter Month	September
Whole Grains Month	September
Leukemia & Lymphoma Month	September
Labor Day (Health Centers Closed)	September 5

### 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!