



"Patient Care Comes First"



Message from the CEO

The new year begins, and we put behind us another successful year for CHI. By successful, we have come to mean that we once again saw more patients than the year before, provided excellent care at affordable prices and low cost, and even were fortunate enough to receive American Recovery and Reinvestment Act funds which allowed us to reduce barriers to care for many people of South Miami Dade and Monroe Counties.

Since the beginning of 2007, we have grown by close to 200 new employees (our total is above 600), our budget has improved by \$10 million, and we are now providing health care services from 7 health centers and in 35 public schools. In 2009, we opened a new pharmacy in our Naranja Health Center and were awarded grant funding to open a pharmacy in our Marathon Health Center.

One very exciting goal for 2010 is to expand CHI into West Kendall and to Key West. Too many of South Florida's residents are uninsured and underinsured and CHI hopes to become the provider of choice, and available to all who need services.

Thanks to each and every one of you for your hard work and your devotion to our patients. We do a great service here, caring for those mostly without insurance, and we can all feel very good about what we do for a living.

From myself, my family and from the board of directors, best wishes for a happy and healthy new year!

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, FL 33050
305-743-4000

Accountability and Compliance Today (ACT)



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305-251-4005 OR 1-877-251-4005

Start the New Year With a Bright Outlook

By: Kerri-Ann Forbes

Do you have a New Year Resolution? New Years resolutions are easy to make but very hard to follow. Changing old habits and developing new habits is a process that takes time, it won't happen overnight. So be patient and try following these guidelines that will help you conquer all of your resolutions:

Define a clear purpose- It must be specific. "I want to lose 10 pounds by March," not good enough. "I will cut back my dinner portions, eat a solid breakfast everyday and walk three days a week towards my goal of 10 pounds by March," now that's a goal! Be Specific!

Put it in writing but keep it simple- writing things down always helps. Describe what you want, when you want it by and why you will benefit when the goal is achieved. Write details but remember to keep it simple.

Focus on one resolution at a time- you can only do so much at a time. Split larger tasks into smaller ones. Don't overdo it, when we have too much on our plates we tend to get discouraged.

Be accountable - Own all your actions and take responsibility for risks, failures and successes. Involving others in your goal may make you more aware and help keep you motivated; although it's only when YOU decide you want to change something and are ready to make that change to really see results.

Be persistent and committed- conquering your goals requires persistence and hard work. If for any reason you fall behind, refocus. Keep your eye on the prize and don't give up! Just remember how sweet victory tastes!

All the best to you for 2010!

2010 Theme ACT

CCAC - Create a Culture of Accountability and Compliance
Has changed and is now.....

ACT- Accountability and Compliance Today

Sunshine Club Volunteer Program

By: Joseph Prater

On December 17, 2009, the CHI Board of Directors launched the CHI Sunshine Club Volunteer Program. The CHI Sunshine Club Volunteer Program strives to meet the needs of CHI by providing volunteers who offer an extra dimension of care and service to patients, their families, and visitors, as well as enhancing the services rendered by the paid staff. The role of CHI will continue to grow in the future as it takes on the growing challenge of providing quality, affordable health care to community residents which makes volunteer support even more important.

The CHI Sunshine Club Volunteer Program is seeking volunteers from all sources; colleges and universities, high school students who need community service hours, churches, fraternities, sororities, social organizations, retirees who want to add their years of experience in helping our patients, and all those between these groups who have a desire to give. We have people like this in our families, as friends, and in our communities; so let them know about the CHI Sunshine Club Volunteer Program.

You can make a difference in helping us fulfill our mission of caring and our commitment to providing quality healthcare services by your support and contribution to the Sunshine Club Volunteer Program.

Also, you are encouraged to become a volunteer and join the **Wave of People Making a Difference!!!**

Please visit our website: www.chisouthfl.org for information on CHI and our Sunshine Club Volunteer Program.

Joining the CHI Sunshine Club Volunteer Program is easy and rewarding. Contact Joseph Prater at (305) 254-2018 or via e-mail at jprater@hcnetwork.org.

Become a Volunteer



To Brighten Or Not To Brighten, That Is The Question? Your Smile That Is

Information courtesy of the Academy of General Dentistry - Provided by CHI Dental Services

Your wedding is coming up, and you want your smile to be its brightest. Or maybe you have an important speaking engagement. Whatever the reason, tooth bleaching isn't just for movie stars, and it isn't just for one day. Many people have had their teeth bleached, and probably millions more are thinking about it. The desire for a brighter smile with whiter teeth is very strong, and tooth bleaching safely lightens the color of the teeth, lasting for up to five years. The most effective and safest method of tooth bleaching is dentist-supervised.

Generally, bleaching is successful in at least 90 percent of patients, though it may not be an option for everyone. Consider tooth bleaching if your teeth are darkened from age, coffee, tea or smoking. Teeth darkened with the color of yellow, brown or orange respond better to bleaching. Gray stains caused by fluorosis, smoking or tetracycline use can be lightened, but results are not as dramatic. If you have very sensitive teeth, periodontal (gum) disease or teeth with worn enamel, your dentist may discourage bleaching.

How can I Brighten my Smile?

Lightness should last from one to five years, depending on your personal habits such as smoking and drinking coffee and tea. At this point you may choose to get a touch-up. The retreatment time is much shorter than the original treatment time.

The active ingredient in most of whitening agents is carbamide peroxide; when water comes into contact with this white crystal, the release of hydrogen peroxide lightens the teeth. Several studies have proven bleaching to be safe and effective. The American Dental Association has granted its seal of approval to some tooth bleaching products. Some patients may experience slight gum irritation or tooth sensitivity, which will resolve when the treatment ends.

Hermine's Favorite Recipes— Green Beans with Red Pepper

Ingredients— Serves 6

1 pound green beans, stems trimmed
2 teaspoons olive oil
1 red bell pepper (capsicum), seeded & julienne
1/2 teaspoons chili paste or red pepper flakes
1 clove garlic, finely chopped
1 teaspoon sesame oil
1/2 teaspoon salt
1/4 teaspoon freshly ground black pepper

Dietitian's tip: Green beans, also known as string beans or snap beans, are good sources of fiber and vitamin C. To preserve their fresh flavor and texture, blanch (parboil) the beans, immerse them in ice water to set their color, then sauté briefly.

Directions:

Cut the beans into 2-inch pieces. Bring a large saucepan 3/4 full of water to a boil. Add the beans and cook until they turn bright green and are tender-crisp, 1 to 3 minutes. Drain the beans, then plunge them into a bowl of ice water to stop the cooking. Drain again and set aside.

In a large frying pan, heat the olive oil over medium heat. Add the bell pepper and toss and stir for about 1 minute. Add the beans and sauté for 1 minute longer. Add the chili paste and garlic and stir for 1 minute. The beans will be tender and bright green. Drizzle with the sesame oil and season with the salt and pepper. Serve immediately

NUTRITION INFORMATION: Calories 50, Protein 2g, carbohydrate 7g, total fat 2g saturated fat <1g, monosaturated fat 1g, cholesterol 0g, sodium 201mg, fiber 3g

Employee Spotlight - Toni Bowen-Mcduffey

By: Kerri-Ann Forbes

Toni Bowen-Mcduffey is the Pharmacy Manager at Doris Ison. She was born and raised in Bradenton Florida and is married and has a beautiful daughter. Toni loves seafood, trying new restaurants and traveling. She is a graduate of Florida A&M University and was the Pharmacy Manager at a Walgreens for fifteen years. Toni wanted the opportunity to perform more clinical pharmacy work and was tired of working nights, weekends and holidays and therefore grew an interest in CHI. She has been working with us for a little over a year and said her favorite part of working for CHI is the pharmacy staff that consists of very hard workers, "we are like a family." Toni also mentions that she likes being able to counsel patients and help them obtain positive healthcare outcomes. CHI is very fortunate to have such a great Pharmacy department!



Toni Bowen-Mcduffey
Doris Ison - Pharmacy Manager

Joint Commission:Speak Up

In March 2002, The Joint Commission, together with the Centers for Medicare and Medicaid Services, launched a national campaign to urge patients to take a role in preventing health care errors by becoming active, involved and informed participants on the health care team. The program features brochures, posters and buttons on a variety of patient safety topics. Speak Up™ encourages the public to:

- S**peak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.
- P**ay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- E**ducate yourself about your illness. Learn about the medical tests you get, and your treatment plan.
- A**sk a trusted family member or friend to be your advocate (advisor or supporter).
- K**now what medicines you take and why you take them. Medicine errors are the most common health care mistakes.
- U**se a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.
- P**articipate in all decisions about your treatment. You are the center of the health care team.

Speak Up initiatives

- Help Prevent Errors in Your Care
- Help Avoid Mistakes in Your Surgery
- Information for Living Organ Donors
- Five Things You Can Do to Prevent Infection
- Help Avoid Mistakes With Your Medicines
- What You Should Know About Research Studies
- Planning Your Follow-up Care
- Help Prevent Medical Test Mistakes
- Know Your Rights
- Understanding Your Doctors and Other Caregivers
- What You Should Know About Pain Management

http://www.jointcommission.org/GeneralPublic/Speak+Up/about_speakup.htm

Current Events

- Happy New Year!..... January 1
- National Folic Acid Week..... January 4-10
- West Perrine MLK Parade January 16
- Homestead MLK Parade January 16
- Martin Luther King Jr. Holiday..... January 18

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 \$7300 in a year without anyone spending a dime!