

# NEWSLETTER

www.chisouthfl.org



*"Patient Care Comes First"*



## Message from the CEO

Another successful year is behind us and another begins; only this year, CHI will come to celebrate 40 years of providing affordable, quality health care services! By successful, we have come to mean that we once again saw more patients than the year before and provided them with excellent care, even through these tough economic times. We continue to grow in the number of patients served on average by 10 percent and in 2009, CHI crossed the mark to serve more than 71,000 individuals. We don't have official numbers yet, but we project to have served over 78,000 in 2010. Today, we have 559 employees and a budget close to 43 million; but still far short of what we should be getting for all the care that we provide.



Today, CHI operates in what is known as medically underserved areas, and statistically, the health care resources which currently exist are not adequate to serve the needs of South Florida's residents. Some of these areas include less than one physician per every 3,000 residents and in other places, per every 3,500 residents (Miami-Dade County Primary Care and Dental Needs Assessment 2010). CHI has two very exciting goals for 2011 which are to expand primary care and behavioral health care services into West Kendall near the Tamiami airport and to open a facility specifically for children in Homestead next to our Martin Luther King Jr. Clinica Campesina facility. Both of these expansions will assist in reducing barriers to care for many uninsured and underinsured in our community.

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. On behalf of the CHI Board of Directors, myself, and my family, 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, Florida 33050  
305-253-5100

### Accountability and Compliance Today (ACT)



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

1800-611-0786 member services

1800-617-5727 provider services

## CHI Celebrates 40th Anniversary in 2011!



**The Flame of Passion, Compassion  
& Concern.  
“Patient Care Comes First”**



### 40<sup>th</sup> Anniversary Celebrations:

**Banners will be posted at all sites branding the 40<sup>th</sup> Anniversary Celebration**

**All yearly activities will be incorporated in the 40<sup>th</sup> Anniversary Celebration**

**40<sup>th</sup> Anniversary Ruby Sticker for ID Badges**

**40<sup>th</sup> Anniversary Ruby lapel pin**

**40<sup>th</sup> Anniversary Gala –TBA**

**Customer Appreciation**

**Volunteer Recognition**

**Suggestions from employees are welcomed! (contact Romanita Ford @ ext 4008)**

## Integration of Behavioral Health in Family Medicine at CHI

By: Crystal Morgan

There is a new trend that has been growing for the last three years in the healthcare field and it has been found to have a profound impact on roles within the primary care system. Have you guessed what it is yet? It is the integration of Mental Health Services in Family Medicine. CHI is doing this today and we have been for some time now, to better serve the residents of our community. Jessica Bryson and I are both Behavioral Health Consultants and are the faces of this initiative and have been able to touch the lives of many that might not otherwise have had their behavioral health needs met. The objective of the program is to provide assistance to patients originally seen in family medicine who are identified through a routine mental health screening- or who, themselves, request help for a mental health issue. In the past year, Behavior Health Consultants (BHC) in Family Medicine, have helped link patients to: therapists, psychiatrists, group therapy, substance abuse, case management, and CARES services. Patients have been provided support with self esteem issues, relationship troubles, domestic violence, coping with chronic medical problems, and financial hardships. Patients even receive help from a BHC in family medicine for depression, anxiety, substance abuse, and other severe mental health struggles. The success of this program has been growing- hundreds of patients have come to their primary care provider and had the opportunity through a BHC to get help with their needs that otherwise could have gone unnoticed. With family medicine providers continued support in connecting patients to a Behavior Health Consultant, this program will continue to reduce barriers to care for people who need behavioral health services, and improve the lives of CHI patients.

## CHI's ACTION Hero



Brodes H. Hartley, Jr., CHI President & CEO, Rafael Anrrich and Mireya Mayor, Vice President for Behavioral Health Care Services

Mr. Rafael Anrrich has acted in an extraordinary manner related to the CHI mission and has received the ACTION Hero Award for December 2010. Mr. Anrrich was extremely surprised and honored to receive this award directly from Brodes H. Hartley, Jr. President/CEO. Mireya Mayor, VP of Behavioral Health is proud to have Mr. Anrrich working in the Behavioral Health Department. Rafael is a social worker and currently serves as a mental health therapist with uninsured patients. Mr. Anrrich has been married for almost 10 years and is the father of 3 beautiful girls, with his wife expecting a boy in March of 2011. Born at Baptist Hospital and growing up in Miami, Rafael attended Belen Jesuit High School and Miami Dade College. Rafael transferred to Tallahassee and Panama City, FL to complete his studies in social work from Florida State University, graduating with his BSW ('92) and MSW ('94); and is the first graduate from the School of Social Work at the Florida State University campus in Panama City, FL. CHI is very fortunate to have employees like Rafael Anrrich. Thank you, Rafael for your continuous hard work and dedication!

## CHI Pharmacy Services

Did you know that Community Health of South Florida also provides pharmacy services for all of our patients? Well, we do! CHI's pharmacies even offer \$4 medications and in some cases, we even provide medication assistance!

CHI's pharmacies are staffed with highly qualified, knowledgeable, and compassionate registered pharmacists and pharmacy technicians. Our Pharmacists can process medication orders transmitted by all CHI doctors and patients may refill their prescriptions at any CHI pharmacy location.

Some of the pharmacy services offered are:

- \*Prescription processing with state of the art equipment.
- \*Telemanager refill system which allows after hour refills and the ability to leave messages.
- \*Patient Counseling
- \*Patient Education
- \*OTC (Over The Counter) medications for purchase without a prescription
- \*Competitive prices
- \*We accept most insurances

Stop by and meet your CHI Pharmacist Today!  
For more information, call (305) 254-7166.



## CHI's Amazing Volunteers—the Sunshine Club!

On December 20, 2011 CHI recognized our many faithful volunteers by holding a luncheon in their honor. "there isn't a department here that isn't thankful for the hard work and effort that you do everyday," said Blake Hall, Executive Vice President. "Thank you for choosing to give your time to CHI, and know that all of your hard work and effort assist in making sure that we provide excellent customer service."



## 2011 Schedule of Events

<b>Dates / Year 2011</b>	<b>Health Fairs / Events</b>
<b>January 1<sup>st</sup></b>	<b>New Years Kick Off Brunch</b>
<b>January 12<sup>th</sup></b>	<b>West Perrine MLK Breakfast</b>
<b>January 14<sup>th</sup></b>	<b>Homestead/Florida MLK Breakfast</b>
<b>January 15<sup>th</sup></b>	<b>Homestead/ West Perrine MLK Parades</b>
<b>February 7<sup>th</sup></b>	<b>National Black HIV/AIDS Awareness Day</b>
<b>March 17<sup>th</sup></b>	<b>Robert Bailey / Glen Rice VIP Reception</b>
<b>March 18<sup>th</sup></b>	<b>Golf Tournament in Doral</b>
<b>March 30<sup>th</sup></b>	<b>Doctor Day</b>
<b>April TBA</b>	<b>Food Feast</b>
<b>May 6<sup>th</sup></b>	<b>Nurses Day</b>
<b>May 6<sup>th</sup> -12<sup>th</sup></b>	<b>Nurses Week</b>
<b>May 8<sup>th</sup> – 14<sup>th</sup></b>	<b>National Women’s Health Week</b>
<b>May 10<sup>th</sup></b>	<b>Doris Ison Health Center 10-2 pm *</b>
<b>May 12<sup>th</sup></b>	<b>MLK 10-2 pm *</b>
<b>June 13<sup>th</sup> – 19<sup>th</sup></b>	<b>Men’s Health Week</b>
<b>June 14<sup>th</sup></b>	<b>MLK 10-2 pm *</b>
<b>June 16<sup>th</sup></b>	<b>Doris Ison 10-2 pm *</b>
<b>August 7<sup>th</sup> – 13<sup>th</sup></b>	<b>National Health Center Week</b>
<b>August 6<sup>th</sup></b>	<b>Healthy Children Healthy Smiles 10-4 pm *</b>
<b>TBA</b>	<b>Everglades Community Center</b>
<b>August 13<sup>th</sup></b>	<b>Southland Mall 10-2 pm *</b>
<b>September 21<sup>st</sup></b>	<b>Take a Loved One to the Doctor Day</b>
<b>October 3<sup>rd</sup> – 7<sup>th</sup></b>	<b>National Customer Service Week</b>
<b>November</b>	<b>Health Fairs – To Be Announced</b>
<b>December 1<sup>st</sup></b>	<b>World AIDS Day</b>

For further information contact Romanita Ford, Director of Marketing & Public Relations 305-252-4853

\* Indicates Health Fairs

### Current Events

National Birth Defects Prevention Month	January
National Radon Action Month	January
Thyroid Awareness Month	January
Cervical Cancer Awareness Month	January
National Folic Acid Awareness Week	January 2 - 8
Martin Luther King Birthday	January 15
Health Centers Closed	January 17

### Learn about SPEC at CHI!

#### **What is SPEC all about?**

SPEC promotes well-being by concentrating on people’s strengths, preventing foreseeable problems, providing voice and choice, and changing community conditions that lead to suffering.

Learn More At:

[www.specway.org](http://www.specway.org)