

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
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”**



40th Anniversary Celebrations:

Banners will be posted at all sites branding the 40th Anniversary Celebration

All yearly activities will be incorporated in the 40th Anniversary Celebration

40th Anniversary Ruby Sticker for ID Badges

40th Anniversary Ruby lapel pin

40th 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

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

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