

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

The month of August is an important one. This time of year, along with the nation, CHI observes National Immunization Awareness month, Children's Eye Health and Safety Month, Psoriasis Awareness Month, Spinal Muscular Atrophy Awareness Month, National Minority Donor Awareness Day and National Health Center Week (August 7th - 13th).

This is an epic time in our history- for Community Health of South Florida, the community health center movement, and American health. Health Care reform promises to make many improvements to the nation's health care system, and CHI will be here to provide affordable, quality care to the residents of South Florida. Under the new plan, most of America will be insured, there will be expanded coverage for young adults and discrimination against Americans with pre-existing conditions will not be allowed (only to mention a few of the changes). Learn the facts from www.healthcare.gov.

This month, I invite you to participate in National Health Center Week by visiting your local community health center. CHI has several great events planned this month, to include a healthcare forum at Jungle Island on August 10, featuring Tom Van Coverden, President and CEO of the National Association of Community Health Centers as our keynote speaker. See the back page for a list of all of our Health Center Week Activities.

If you live in South Miami Dade or anywhere in the Florida Keys, CHI is your Community Health Center. Services we provide include primary and behavioral health care, oral health, children's services including school healthcare, vision, laboratory, x-ray, pharmacy and even transportation services. For a complete listing of services and locations, visit our website at www.chisouthfl.org or call us at 305.252.4853. We look forward to your visit!

Brodes H. Hartley, Jr.

President & CEO



Accountability and Compliance Today (ACT)



www.prestigehealthchoice.com

1800-611-0786 member services

1800-617-5727 provider services

National Health Center Week - Healthcare Forum



AUGUST 10, 2011
HEALTHCARE FORUM

"Patient Care Comes First"

Community Health of South Florida, Inc.
& Brodes H. Hartley, Jr. President/CEO



Invite you to the a Healthcare Forum
Luncheon in recognition of
National Health Center Week
Theme : Celebrating America's Health Centers:
Serving Locally, Leading Nationally

Keynote Speaker :
Mr. Thomas J. Van Coverden - President & CEO
National Association of Community Health
Centers

August 10th, 2011
Tree Top Ball Room
Jungle Island
1111 Parrot Jungle Trail
Miami, FL 33132
Time: 11:00am - 2:00pm

Sponsored by:

MCKESSON

Empowering Healthcare

For more information or to RSVP please call: (305) 252-4853
by August 3rd, 2011.

Employee Spotlight - Samantha Sam



Samantha Sam
with her pet beagle **Bacardi**
Doris Ison Pharmacy Manager

By: Kerri-Ann Forbes

The Pharmacy staff at Doris Ison love their manager so much they wanted to share with CHI how lucky they are to have her. Samantha Sam's tactic for working with her staff is respect. Her theory is, "If I treat my staff as I want to be treated they will treat me like that in return." Her theory has proven itself because her staff has nothing but praises for her. Olivia Ferdinand says she makes the environment comfortable and a fun place to work and has learned a lot from Samantha's work ethic. Ms. Sam is not only a great manager but a great asset to CHI. Samantha makes sure her staff is happy and consistently makes sure the needs of the patients are met. She also encourages her staff to participate in CHI activities which led her department to have the biggest representation for the CHI walking team at the 2011 ING. Samantha brings something special to CHI and we're grateful for her!

Samantha was born and raised in Miami and attended FIU for her Undergrad degree and Palm Beach Atlantic for Pharmacy School. She's always had an interest in health and supplements so pharmacy was a natural route. Samantha loves the outdoors and exercises religiously every day. She is extremely disciplined with her strict healthy diet that consists mostly of fish, chicken and vegetables. One of her favorite foods is frozen yogurt— she eats so much of it, her staff are now yogurt lovers as well! Samantha loves animals and has two babies at home, a lovely beagle named Bacardi and a boxer named Rate. She said her biggest challenge coming into CHI was working with such a big department and now says interacting with her staff is the best part about working at CHI. Thank you Sam!

The Danger of Using Your Cell Phone While Driving

By: Kerri-Ann Forbes

According to The National Safety Council, subjects that were asked to carry on a cell phone conversation in simulated driving tests were so distracted that they went unaware of some traffic signals. The study examined the psychology of a conversation, especially the participation level required, versus other "listening" behaviors such as audio books and news radio. It seems that the more emotionally engaged the subject the less attentive to safety signals. The results were unaffected by whether the subject manually held the phone or if the mechanism was hands free, a reason why some believe hands-free initiatives are a weak and ineffectual way to control cell phone use while driving. The study suggests allegations that use of a cell phone even impairs a driver's ability as much as driving drunk.

A few scary statistics:

- Distraction from cell phone use while driving (hand held or hands free) extends a driver's reaction as much as having a blood alcohol concentration at the legal limit of .08 percent. (University of Utah)
- Drivers that use cell phones are four times as likely to get into crashes serious enough to injure themselves. (NHTSA, Insurance Institute for Highway Safety)
- Driving while distracted is a factor in 25 percent of police reported crashes.
- Driving while using a cell phone reduces the amount of brain activity associated with driving by 37 percent (Carnegie Mellon)

<http://www.nationwide.com/newsroom/dwd-facts-figures.jsp>

<http://www.cellphonesafety.org/vehicular/era.htm>



CHI is RECYCLING!

By: Kerri-Ann Forbes

CHI has partnered with All American Recycling and will be providing paper recycling bins specifically for paper throughout all CHI facilities. With every ton of paper you recycle, you help save 17 trees, 7,000 gallons of water, 41,000 kilowatts of energy and 3 cubic yards of landfill space!! It's our responsibility to leave this earth the way we found it, and do our part to preserve our earth's resources! Please review the list below to learn what SHOULD and SHOULD NOT be placed in the paper recycling bins. Thank you CHI for doing your part!

YES

(These items are OK to be placed in the paper recycling bins)

**General office paper
(from printer, copier, misprints, etc.)
Envelopes
Sticky/Post It Notes
Business Cards
Colored Paper
Carbon Copies
Manila Folders
Notepad paper
Newspaper/Magazines
Receipts
Advertising Correspondence
Postcards
Maps/Blueprints**

NO

(These items are NOT permitted in paper recycling bins)

**Napkins
Paper Towel
Tissue Paper
Wipes
Paper cups/Plates
Hanging Folders
Credit Cards
ID Cards
Microfilm/Microfiche (X-rays)
Glass
Plastic
Aluminum
Food/Garbage**



What Does Your Breath Say About You?

Dental Information Courtesy of CHI Dental Department
Image courtesy of www.hubpages.com



More than 80 million people suffer from chronic halitosis, or bad breath. In most cases it originates from the gums and tongue. The odor is caused by wastes from bacteria in the mouth, the decay of food particles, other debris in your mouth and poor oral hygiene. The decay and debris produce a sulfur compound that causes the unpleasant odor.

Bad breath also may occur in people who have a medical infection, diabetes, kidney failure or a liver malfunction. Xerostomia (dry mouth) and tobacco also contribute to this problem. Cancer patients who undergo radiation therapy may experience dry mouth. Even stress, dieting, snoring, age and hormonal changes can have an effect on your breath. An odor that comes from the back of your tongue may indicate postnasal drip. This is where mucus secretion, which comes from the nose and moves down your throat, gets stuck on the tongue and causes an odor.

It is important to practice good oral hygiene, such as brushing and flossing your teeth at least twice a day. Proper brushing, including brushing the tongue, cheeks and the roof of the mouth, will remove bacteria and food particles. Flossing removes accumulated bacteria, plaque and food that may be trapped between teeth. To alleviate odors, clean your tongue with your toothbrush or a tongue scraper, a plastic tool that scrapes away bacteria that builds on the tongue. Chewing sugar-free gum also may help control odor. If you have dentures or a removable appliance, such as a retainer or mouthguard, clean the appliance thoroughly before placing it back in your mouth. Before you use mouthrinses, deodorizing sprays or tablets, talk with your dentist, because these products only mask the odor temporarily and some products work better than others.

Very spicy foods, such as onions and garlic, and coffee may be detected on a person's breath for up to 72 hours after digestion. Onions, for example, are absorbed by the stomach, and the odor is then excreted through the lungs. Studies even have shown that garlic rubbed on the soles of the feet can show up on the breath.

National Health Center Week - FREE Family Health Fair

JOIN THE FUN! FREE FAMILY HEALTH FAIR!

Saturday, August 6, 2011
10:00 am—4:00 pm
Doris Ison Health Center
10300 SW 216th Street
Miami, FL 33190



Join us for Fun, Food, Entertainment
& Free Children's Health Screenings



BMI — Cholesterol — Diabetes — Asthma
Blood Pressure — Dental — Vision
Free Family Health Screenings



Parents/ Guardians Must be present with child
For information please contact:

ROMANITA FORD

rford@hcnetwork.org or call 305-252-4853



Journey to Excellence

The Best Four Minutes Spent in Healthcare

By Don Dean, B.A., R.T.(R), Studer Group Senior Coach

These days the "performance" bar is really high for healthcare organizations. Health reform is placing heavy demands on us, in terms of both quality and patient perception of care, and those demands are linked to reimbursement. It's overwhelming. In fact, many leaders don't know where to begin.

My suggestion? Post-visit phone calls. I've coached many organizations and I've concluded that this is the number one tactic to get in place right away. When hospitals hardwire it into their processes, they find that not only is it easy to implement, it quickly yields more "bang for the buck" than any other single tactic they've tried. What makes post-visit calls so powerful? We've found it's the fact that they yield rapid improvements across many different areas. For instance:

CLINICAL EFFICACY: By making sure patients are complying with discharge instructions and using medications properly, healthcare organizations can maximize clinical outcomes and save lives. Plus, post-visit calls reduce preventable readmissions and improve patient perception of care—both of which, of course, positively impact reimbursement.

According to the Agency for Healthcare Research and Quality (AHRQ), by using interactive care, such as post-visit calls, "organizations have been able to achieve a 74 percent reduction in HF (heart failure) readmission rate 30 days post-discharge, resulting in an overall readmission rate of 5 percent (Karen Cook, Brian Robinson, and Quint Studer. *The HCAHPS Handbook: Hardwire Your Hospital for Pay-for-Performance Success*: Fire Starter Publishing, 2010)."

Post-visit calls improve patient perception of care. Our data consistently shows that when patients do receive a post-discharge call, they rank their care in the 90th percentile, on average. When they do not receive a call, they rank their care in the 30th percentile, on average.

EMPLOYEE ENGAGEMENT: Post-visit calls enable the organization to reward and recognize physicians and staff members singled out by patients as having provided exceptional care. This helps leaders identify which individuals and departments routinely get praised so best practices can be harvested and shared. It's validation that leaders and staff are executing the right behaviors – asking your patients makes sure it's "always".

SERVICE RECOVERY: Post-visit calls also allow patients to report their dissatisfaction. This allows the organization to go into "service recovery" mode—a risk management technique that reduces the likelihood of lawsuits—and also to improve areas of care that are routinely generating complaints.

FINANCIAL: These calls increase patient responsiveness to surveys that are linked to reimbursement (HCAHPS)—and also make it more likely that patients will answer survey questions favorably. This is because calling a patient at home creates the sense of a "relationship" and makes him or her want to be more cooperative. For the same reason, this tactic also improves the collections process. Finally, as I mentioned earlier, since the calls themselves reduce readmissions, they help organizations maximize reimbursement.

SERVICE: The most effective way to implement post-visit calls is via a centralized system like Studer Group's *Patient Call Manager, The Clinical Call System* (PCM) in which all the data feeds to one collection point. A centralized system allows hospitals to hit the breaking point faster because you have accountability. For example, in the ED we know you need to reach at least 60% of patients to see the results mentioned above. Also, a central system helps you benchmark results and determine which departments are doing a good job with the calls (which, in turn, lets them harvest and move best practices). Best of all, they see an impact almost instantly.

2011 Laboratory 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 patients correctly Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the medicine and treatment meant for them.

Improve staff communication Quickly get important test results to the right staff person.

Prevent infection Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization.

http://www.jointcommission.org/lab_2011_npsgs/

CHI's 40th Anniversary Theme

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



Current Events

National Immunization Awareness Month	August
Children's Eye Health and Safety Month	August
Henry Schein-Healthy Families, Healthy Lifestyles School PE Day	August 6
National Community Health Center Week	August 7 - 13
Healthcare Forum Luncheon	August 10
Southland Mall Back to School Health Fair	August 13

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!