

# 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

For too many families across the country this holiday season, joy will turn to sorrow because an alcohol-related auto accident has taken a life.

Even here in South Florida, where we don't have the added dangers of ice and snow, the holiday season between Thanksgiving and New Year's is one of the deadliest and most dangerous times to be on the road.

This is a time for celebrating, but it is also a moment to exercise caution and good judgment. It's a good time for me to pass on some tips from the National Highway Traffic Safety Administration:

Always designate a sober driver before the party begins. This person agrees to stay sober at this party, and at the next party it can be someone else's turn.

"Friends Don't Let Friends Drive Drunk." Insist on taking home someone who is impaired. Don't let them talk you out of it. Take the keys. They may get angry, but they will thank you later.

If you know you are impaired but do not have a designated driver at the party, call a taxi, use mass transit or call a sober friend or family member to get you home safely. If none of those work for you, then spend the night and sleep it off.

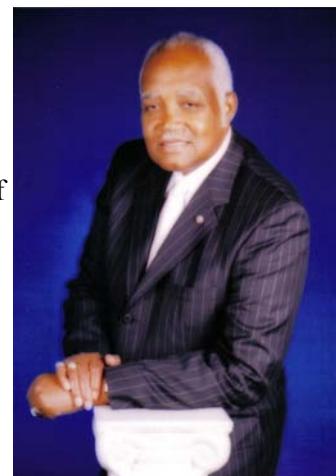
Always buckle up and drive defensively, as it is your best defense against an impaired driver. Drunk driving is not a victimless crime. Usually, in an accident involving alcohol, one of the involved parties is just an innocent driver who happens to be in the wrong place at the wrong time.

We have earned the right to celebrate a bit! This year we have all worked very hard and we can be thrilled of our accomplishments. At the beginning of the New Year, I would like to see each and every one of you return to the CHI family safely.

Enjoy the holidays and enjoy your families, but please stay safe.

**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

## CHI Walks for Breast Cancer!

By: Kerri-Ann Forbes

On Saturday, October 29, CHI, Chicks n'Wings, Ghost Face Ryders, Fun Pics Photography, Masons, Fabulous and Brilliant Women, and Peterson's Harley Davidson collaborated to create the very first 3K walk for Breast Cancer in South Dade. The starting point was Peterson's Harley Davidson and ended at Chicks N Wings. All proceeds were donated to CHI for mammograms for the uninsured and underinsured community residents. The community was in full force coming together in support of Breast Cancer awareness. This will be an annual event and we are all looking forward to 2012. Special thanks to all the employees and their families who supported the walk especially to Ellen Smith who raised over \$500!



**Ellen Smith & Family**



**Lily Tuff with her niece & Karla McCullough**



**Teala Moss, Tangela Williams, Arndrea Sapp & Yaumara Rodriguez**



**Elaine Ventura, Karla Guadalupe & family**



**Nerisa Chin Loy & family**



**Walking along US1!**



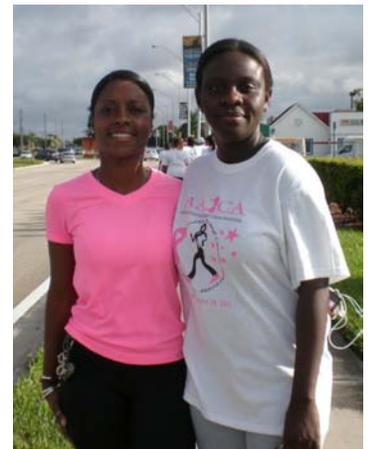
**Terry Marcell**



**Guetty Louison, Rokecia Conley & Shante Johnson**



**Margaret Davis**



**Margaret Geneve & Youesline Douret**

## Brown Bag Day at the Pharmacy



By: Kerri-Ann Forbes

October 17-21 was Pharmacy week and Doris Ison celebrated with a Brown Bag event. Patients were encouraged to bring in their prescriptions for medication counseling. Torrin Goodrum and Brittany Herring, from FAMU College of Pharmacy provided the counseling.



Brittany Herring &  
Torrin Goodrum

FAMU  
College of Pharmacy

## “Snap, Crackle, Pop: Is that your jaw?”

Information courtesy of the **Academy of General Dentistry** and *knoll*

**What is bruxism:** Bruxism is the technical term for grinding and clenching of the teeth that may cause facial pain. People who grind and clench their teeth, called bruxers, unintentionally bite down too hard at inappropriate times, such as in their sleep. In addition to grinding teeth, bruxers also may bite their fingernails, pencils and chew the inside of their cheek.

**What can be done:** Your general dentist automatically checks for physical signs of bruxism and if it seems to be present the condition may be observed over several visits before recommending and starting therapy. The objective of therapy is to get the bruxer to change behavior by learning how to rest the tongue, teeth and lips properly. When some people become aware of their problem, simply advising them to rest their tongue upward with teeth apart and lips shut may be enough to change their behavior and relieve discomfort. However, the dentist can make a plastic mouth appliance, such as a night guard, that's worn to absorb the force of biting. This appliance can prevent future damage to the teeth and helps change the patient's destructive behavior. If teeth grinding is due to stress, a bruxer may be able to prevent the problem with counseling or strategies that promote relaxation, such as exercise and meditation. Biofeedback is used to treat daytime clencher by using an electronic device to measure muscle activity and to teach patients how to reduce muscle activity when the biting force becomes too great.

**Causes & suffering:** People who have otherwise healthy teeth and gums can clench so often and so hard that over time their teeth become sensitive. They experience jaw pain, tense muscles and headaches along with excessive wear on their teeth. Forceful biting when not eating may cause the jaw to move out of proper balance. Bruxism is triggered by people with certain types of personalities. They may have a nervous tension and a hard time handling stress. Anger, pain and frustration can cause people to start showing the beginning signs of bruxism without them even knowing it. People who are aggressive, competitive and hurried also may be at a greater risk for bruxism.

## PARTY! PARTY! PARTY! PARTY! PARTY! PARTY!



The CHI Holiday Party is  
Friday, December 16, 2011  
Palmetto Bay Village Center  
18001 Old Cutler Rd  
Palmetto Bay, FL 33157  
7pm to 1am



# Journey to Excellence

## What Women Want

By: Sandy Keefe

When someone from the Studer Group talks, people listen. So when the prestigious healthcare consulting firm released findings from a survey of 8,000 women in diverse healthcare positions across the U.S., employers took these results very seriously. As it turns out, the majority of the women surveyed would choose healthcare careers all over again, would recommend it to their female friends and are as satisfied with their work lives as they are with their home lives. Good news indeed for the industry. On the other hand, the women are less satisfied with the balance between their jobs and their home lives, rarely dedicate time to their personal and emotional needs, and experience work conflicts with home life more frequently than home life conflicts with work. (Studer, 2008)

### Three Wishes

The women had three important messages for employers. First, they use and value certain benefits more than others to balance work and life. Education reimbursement is the most available form of employer support and the most frequently used. Other valued benefits included concierge services and various flextime options including compressed work week, reduced hours, job sharing and true flex time.

The second message: supervisors matter. While there were positive relationships between work satisfaction and support from spouse, family and employer, the biggest correlation was between job satisfaction and perceived support from the woman's supervisor.

Finally, the women said, employers might see some positive payoff if they were to teach skills for time and energy management.

### Focus on Benefits

"This study reinforced what we knew about women's struggles to blend their work and home lives; working hard all day and then going home to care for children or perhaps for an older parent," she said. "One of my roles is helping organizations grow and develop their leaders. Hospital leaders have lots of different moving pieces at any given time, one area of focus is how they can retain their staff; nursing retention is particularly challenging for healthcare organizations."

### Retaining Seasoned Workers

"While our first priority is to staff in a way that meets the needs of the patients we serve, we've gone out of our way to provide flexibility in scheduling so nurses can balance their home and work lives," she said. "We follow a self-scheduling model that allows nurses to meet their requirements, such as the number of weekend shifts, in various ways."

Acknowledging long shifts doesn't always work for women with competing demands at home, Dobbs remarked. "If a nurse's life is not conducive to 12-hour shifts, she can move to the GI lab with 8-hour shifts, or cardiac-cath lab with 10-hour shifts. There are positions for nurses in informatics, education, physician billing, education and other areas with more flexible hours. The variety within nursing roles gives nurses an opportunity for change."

### Growing Great Supervisors

Leaders within the Studer Group are currently developing a toolkit to help healthcare executives support staff struggling to blend home and work lives.

"For example, a leader who meets with staff members each month to focus on what's going on in the nurse's life, what she needs to do her job, and what challenges she's facing, can really make a difference," Bendock said.

There is no cookie-cutter approach to juggling home and work responsibilities.

"At the Studer Group, work/life blend is part of the Life Pillar, and that pillar changes throughout a woman's career," Bendock said. "A young nurse new to nursing may have social interactions and outlets as the focus. As a woman starts a family and her children grow up, that pillar changes. Asking a first-line nurse how I, as a supervisor, can help her, whether her issue is day care for a toddler or a teenager who isn't coping well, is a good way of being supportive."

For those who say supervisors have enough to handle without tackling work/life balance in their employees, Bendock has a reasoned response.

"One of the things I've found over and over in my 23 years as a nurse is we don't do a good job taking care of ourselves," she said. "Everyone else comes before our own needs, so to have a boss who pays attention to that balance is very positive."

### Accommodating Staff

Great supervisors aren't born that way; they need appropriate education and role modeling to develop their skills.

"Nurses who sign up for the nurse-manager role, or are suddenly promoted, often are great bedside clinicians without an understanding of how to schedule, how to accommodate nurses who have young children, or what else they can do to support their staff," Dobbs said. "We send our nurse managers to the Studer Group's Leadership Development Institute, where they learn those skills and come to understand the importance of promoting work/life balance in their employees."

Sandy Keefe is a frequent contributor to ADVANCE.

## 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 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 correct medicine and treatment.

### Improve staff communication

Get important test results to the right person on time

### Prevent infection

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

[http://www.jointcommission.org/assets/1/6/LAB\\_NPSG\\_6-10-11.pdf](http://www.jointcommission.org/assets/1/6/LAB_NPSG_6-10-11.pdf)

## CHI's 40th Anniversary Theme



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

### Current Events

Safe Toys and Gifts Month	December
World Aids Day	December 1
National Hand Washing Awareness Week	December 4 - 10
CHI Holiday Party	December 16
Hanukkah Begins	December 20
Christmas Day	December 25
Health Centers Closed	December 26

### 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!