

Community Health of South Florida, Inc.

NEWSLETTER

www.chisouthfl.org

*"Patient Care Comes First"***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

Message from the CEO

Even though this month is July, I want to mention that next month, we will be celebrating National Health Center Week. This week is the time each year when community health centers across the country reach out to inform people of their services.

Community health centers serve roughly 20 million people, but the number of those without health insurance in the United States is closer to 50 million – closing in on 20 percent of the population – which leaves a staggering number of people who are not getting regular care. Many of you were not around when community health centers began in 1965; part of President Johnson's War on Poverty. Those were heady days, with Medicare and Medicaid and employer-sponsored insurance promising virtually universal access to health care. Healthcare reform is doing a tremendous amount to meet this need, and so will CHI.



So we have a job to do, and we need to do it every day, and not just during National Health Center Week. We need to let people know that CHI offers high quality, cost effective, accessible care, and that they should be coming to us for care, and not waiting until a chronic problem becomes acute and lands them in an emergency room.

This August, during National Health Center Week, Tom Van Coverden, President and CEO of the National Association of Community Health Centers, will join us at Jungle Island during our Healthcare Forum on Wednesday, August 10th. To RSVP, or for more information call (305) 252-4853.

Let's all do our part by telling people in our community about the wonderful services at CHI and other community health centers, and also by letting our elected officials know that we do a great job providing care at very affordable prices, and that we are ready and willing to do more as national healthcare reform unfolds.

Brodes H. Hartley, Jr.

President & CEO

Accountability and Compliance Today (ACT)



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1800-611-0786 member services

1800-617-5727 provider services

Women's Health Week - Health Fair

By: Kerri-Ann Forbes

For National Women's Health Week, CHI celebrated with a health fair at the Doris Ison health center on May 24th and at the West Perrine health center on May 27th. Great thanks to all the participants: Safelink, Florida Center for Allergy and Asthma Care, CHI Success Program, YWCA, Dade Medical College, Florida Heart Research Institute, Health Connect In Our Schools, the CHI CARES and Substance Abuse departments, CHI Family Medicine, FAMU School of Pharmacy and all the volunteers who helped to make this event a success.



Tobacco and Your Mouth

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

Can Tobacco Products Harm my Mouth?

Using tobacco can harm your mouth, including your teeth and gums, in a number of ways. There is no safe form of tobacco—using it produces many problems and risk factors, from tooth discoloration and gum disease to throat, lung, and oral cancer, and, ultimately, even death. It's important to understand what happens to your mouth when you use any form of tobacco, and to discuss those effects—and how to quit—with your dentist and physician.

Spit Tobacco

Spit tobacco affects your dental health as well as the rest of your body. If you use spit (smokeless) tobacco and have thought about quitting, your dentist can help. Spit tobacco includes snuff, a finely ground version of processed tobacco, and chewing tobacco in the form of shredded or pressed bricks and cakes, called plugs, or rope-like strands called twists. Users "pinch" or "dip" tobacco and place a wad in their cheek or between their lower lip and gums.

Cigars and your health

Viewed as a glamorous luxury by many men and women, cigars are promoted by everyone from sports superstars to top movie stars to upscale clothing stores and clubs. U.S. consumers lit up 5.1 billion cigars in 2005, and sales continue to rise. As cigar connoisseurs are leisurely puffing, they fail to realize that their habit not only hurts their health and smiles but also is addictive and may be more dangerous than cigarettes. Cigar smoking is not just a habit of older men, but increasingly, of women and teens. The U.S. Centers for Disease Control and Prevention (CDC) reports 14 percent of high-school students are cigar smokers. "Cigars provide a false sense of security because many people think that they are a safe alternative to cigarettes," says E. "Mac" Edington, DDS, MAGD, and past president of the Academy of General Dentistry (AGD). "Cigars can have up to 40 times the nicotine and tar found in cigarettes." Dentists are patients' first line of defense against the adverse effects of tobacco use and nicotine addiction stemming from cigars, cigarettes and spit tobacco. Dentists routinely screen for oral cancer and can help patients with tobacco cessation programs.

How Many Teeth are in Cigarette Pack?

A one-pack-a-day smoking habit can cost you the loss of at least two teeth every 10 years, reports the Academy of General Dentistry (AGD). Smokers are about twice as likely to lose their teeth than non-smokers, according to the results of two separate 30-year studies that investigated the relationship between smoking and tooth loss among males and females at Tufts University in Boston.

What is Oral Cancer?

Oral cancer is one of the most common cancers, with roughly 35,000 new cases reported annually in the United States. The vast majority of oral cancers occur in people older than 50 years, with men being twice as likely as women to develop the disease. The most frequent oral cancer sites are the tongue, the floor of the mouth and soft palate tissues in back of the tongue, lips and gums. If not diagnosed and treated in its early stages, oral cancer can spread, leading to chronic pain, loss of function, irreparable facial and oral disfigurement following surgery and even death. Your dentist can perform a thorough screening for oral cancer. The next time you visit your dentist, ask about your oral cancer screening; most people receive one during their regular dental checkup but do not realize it.

Jessie Trice Health Promotion Program

REDUCING HEALTH CARE DISPARITIES

The Jessie Trice Health Promotion Program (JTHPP) is the vision of the late Jessie Trice, a community health leader, nurse and life-long community health advocate. It was Jessie's belief that Health Choice Network could reduce the health care disparities that exist in underserved communities and stop preventable deaths.

MAKING A MEASURABLE DIFFERENCE

The program has received wide acclaim for its innovative prevention, education, screening and early detection initiatives – all aimed at preventing unnecessary breast and cervical cancer deaths in minority populations. With its wide network of support from its health care stakeholders and faith-based leaders, more than 32,500 have benefitted from this community-based partnership. The true strength of the program stems from the many doctors, nurses, lay health workers and faith-based volunteers who dedicate their efforts to ensure that no one dies because they were uninformed or did not have access to medical screening that can detect life-threatening conditions. The program played a vital role in a 2006 study coordinated by the International Early Lung Cancer Action Program (I-ELCAP) and published in the November 2006 New England Journal of Medicine. The research pointed to the success of early lung cancer detection through spiral CT scans. In 2011, the Jessie Trice Program is one of the leading community education programs reaching women for early detection of breast and cervical cancer. If caught early, no woman need die from cervical cancer. The Jessie Trice program helped more than 150 women obtain the tests to identify conditions which can lead to the highly treatable cervical cancer.

REACHING OUT TO A WIDER COMMUNITY

The spirit of health care pioneer Jessie Trice lives on stronger than ever as her namesake program continues to seek to improve health care in underserved and minority populations. The Jessie Trice Health Promotion Program is poised to repeat its success in cancer screening, asthma education and faith-based outreach efforts as it reaches even greater populations of underserved and uninsured patients. Jessie Trice targets Florida citizens most at risk to become ill and die from undetected, yet treatable diseases. The CDC reported (2007) that Florida ranks in the highest category of deaths from cervical cancer in the U.S. (8.5-11.2 per 100,000 women). The incidence (14 and 16 per 100,000) and death (3.5 – 5.5) rates among Hispanic and African-American women are higher than all other ethnic/racial groups (up to 9/100,000, incidence and 2.5, death). The Jessie Trice Health Promotion Program has broadened its goals within its communities to investigate and implement innovative approaches to address health disparities in diseases such as cancer, asthma, diabetes, hypertension and behavioral health.

ADDRESSING HEALTH CARE DISPARITIES

The Jessie Trice Health Promotion Project (JTHPP) addresses the disproportionate burden of cancer in underserved African-American and Hispanic communities through its participating community health centers. The goal is to increase the rates of detection, treatment and cure in Miami-Dade and Broward counties through risk assessment, screening and education activities.

COMMUNITY-BASED PROGRAM ACTIVITIES

Program staff conducts outreach screening activities through health fairs and faith-based events called Healthy Sundays. Other "inreach" activities includes contacting existing patients of participating health centers who might benefit from program services. The program educates residents of Broward and Miami-Dade County about the importance of timely breast and cervical cancer screening. The program also promotes the health center as a medical home for those without a primary care provider. Faith-based partnerships and other collaborations with community organizations assist in providing residents access to information, services, knowledge and the support they need to engage in healthy behaviors.

Stop the MADNESS!



Pack of cigarettes average around \$4.50 to \$5.00

A pack-a-day smoker spends approximately \$31.50 per week, or \$1,638 per year.

A 40-year-old, who quits smoking and puts the savings into a 401(k) earning 9% with matching funds of \$.50 per dollar, would have over \$244,000 by age 65!

What's Happening at CHI? FREE Chronic Disease Management Classes!

By: Eunice Hines

Chronic Disease Self Management Program

Guess What? Providers can now refer patients to the Chronic Disease Self Management Program. A new TASK POOL has been created in Intergy. Look for CDSMP!

CDSMP is a self-management program to help patients discover new skills for living better with their chronic conditions.

The workshop includes:

- Techniques to deal with frustration, fatigue, pain, difficult emotions and depression,
- We talk about the importance of an exercise program and health nutrition,
- We learn appropriate use of medications, effective communication, mental and muscle relaxation exercises, how to navigate the healthcare system, and much more.

Classes are highly participative and mutual support and success builds the participants' confidence in their ability to manage their health and maintain active lifestyles.

The following classes are given:

- Living Healthy (English)
- Tomando Control de su Salud (Living Healthy conducted in Spanish)
- Manejo Personal de la Diabetes (A course on managing Diabetes conducted in Spanish)

Classes are two hours long, once a week, for six weeks and are completely FREE. People with different chronic health problems and their caregivers can attend together. We provide beverages in each session and at the end of the workshop, participants receive a book and certificate.

For more information, contact Eunice Hines in administration at 305-252-4871, enhines@hcnetwork.org



“Healthy Living”
*A six-week program to help you
improve your health— one step
at a time.*



Congratulations Patricia Palma

Fundraising and support from the Community Health Foundation have allowed the National Center for Farmworker Health to award scholarships through the Migrant Health Scholarship Program. Since 1984, the scholarship program has awarded funds to the clinical, administrative and ancillary staff of Community and Migrant Health Centers. The purpose of the scholarships are to assist health center staff to pursue educational goals in the healthcare industry and strengthen the Community/Migrant Health Center Workforce. The recipients are chosen based on demonstrated commitment to working in migrant health, choice of career path, personal experience, and special attention to those who have a family history of farmworkers. Through the Migrant Health Scholarship Program, the National Center for Farmworker Health has assisted 157 individuals and provided \$157,000 in scholarships. This year, the National Center for Farmworker Health provided eleven individuals with scholarships in the amount of \$1,000. One of the recipients is CHI's very own Patricia Palma. She has been working at CHI for the past three years as a Patient Care Technician at our MLK Health Center and is currently attending Miami Dade College pursuing a degree in Nursing. Congratulations Patricia!

2011 Behavioral National Patient Safety Goals

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 medicine and treatment meant for them.

Prevent infection

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

Check client medicines Note: This goal is effective July 1, 2011.

Find out what medicines each client is taking. Make sure that it is OK for the client to take any new medicines with their current medicines.

Give a list of the client's medicines to their next caregiver. Give the list to the client's regular doctor before the client goes home.

Give a list of the client's medicines to the client and their family before they go home.

Explain the list.

Some clients may get medicine in small amounts or for a short time. Make sure that it is OK for those clients to take those medicines with their current medicines.

Identify client safety risks

Find out which clients are most likely to try to kill themselves.

http://www.jointcommission.org/behavioral_health_care_2011_national_patient_safety_goals/

Journey to Excellence

The Two Levels of Why

By Bob Murphy, RN, Esq., FACHE, Studer Group National Speaker and Coach

While I am out speaking to healthcare organizations, I sometimes wish I could wave a magic wand over the audience and give every leader a very specific skill. With such a magic wand, I would bestow upon the audience the ability to connect to why when introducing a new skill, procedure, or tactic. This was difficult for me for much of my time as a leader, and it seems to be difficult for other leaders as well. Successful leaders have figured out that there are really two whys that are important when trying to get others to change behavior.

Why number one is the why. Although we know that explaining why we are doing a procedure or tactic is important to "get people on board," we still don't seem to do it very well. Research shows that we under-communicate this why by a factor of ten. Let's take Hourly Rounding as an example. Why do we do Hourly Rounding on our patients? Our research shows that Hourly Rounding reduces bedsores by 17 percent, reduces falls by 50 percent, reduces call lights by 37 percent, and improves pain control and the patients' perception of their care. Those are some pretty good whys. While in hospitals that have implemented this lifesaving procedure, I will commonly ask nurses why they are doing Hourly Rounding. The most common answers I hear are either: 1. My boss told me to do this, or 2. We've been Studerized. Those are really poor answers. How can we possibly inspire staff to provide better care if we have not accurately explained why we are doing Hourly Rounding? How can we be sure that the care is being provided even when the boss is not looking? By being sure that the why is really understood. There are no shortcuts here.

Why number two is my why. This really clicked for me recently after listening to Quint Studer teaching about the Healthcare Flywheel®. He was focused on the center of the flywheel, which includes "purpose, worthwhile work, and making a difference." Quint said, "This is why people come to work. It is why they chose healthcare as a career. It is why they care so deeply for their patients." Purpose, worthwhile work, and making a difference. That is my why. Or, more literally, the why of the person you are teaching the skill or procedure or tactic. When I do the skill or procedure and get the good outcome, that connects to my why. For example, the nurse who identifies an early stroke during Hourly Rounding now understands why. The clinician who saves a life through a post-visit phone call now

understands why. When my why is engaged, my personal values will take me where you want me.

So, the skill I wish I could teach to everyone is to connect to both the why (evidence-based) and my why (values-based). It is hard for me to argue with both evidence and my own values.

Current Events

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| Cord Blood Awareness Month | July |
| Independence Day Health Centers Closed | July 4 |
| 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 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!