

# NEWSLETTER

[www.chisouthfl.org](http://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

Probably the most surprising thing about diabetes is that there are still so many people who don't know they have the disease. It certainly gets enough publicity and nearly everybody knows somebody who has diabetes. There is an epidemic of childhood diabetes caused by lack of exercise and poor diet. It causes blindness, heart disease, kidney disease, amputations and other illnesses.

Everyone also knows that the test for diabetes is simple, beginning with pricking the fingertip for a small blood sample. If that produces suspicious results, other blood tests are used to confirm the diagnosis. Free diabetes tests are offered at health screenings on a regular basis in many places, including CHI.

The complications of diabetes take a long time to develop, and diabetes itself produces few dramatic symptoms that signal danger. Also, knowing you have diabetes requires changing to a healthier lifestyle, so people would rather not know. Diabetes is a disease in which the body does not produce or properly use insulin, which is a hormone that is needed to convert sugar, starches and other food into energy. The cause of diabetes continues to be a mystery, although both genetics and environmental factors such as obesity and lack of exercise appear to play roles.

There is also a condition known as "pre-diabetes" which means the blood sugar readings are above normal, but not so high as to result in a diagnosis of diabetes. But the message is the same – you need to eat better, lose weight and get more exercise to avoid or postpone the complications of the disease. Really, though, shouldn't we all be doing that anyway, diabetes or not?

If you and your family members have not been tested recently for diabetes, please do so! We have the resources to easily do that for you here at CHI, and we also have all of the expertise to help you cope with the disease.

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

# 2011 Employee Awards Banquet

By: Kerri-Ann Forbes

This year's Employee Awards Banquet was held at the Hyatt Regency in Downtown Miami on Saturday, October 15th. Special thanks to the Employee Activity Committee for putting together this special evening.

### Doug Williams Awards Staff Professional Development Award Shante Johnson



Romanita Ford, Shante Johnson & Linda Williams



Blake Hall & Dr. Johnson



Provider of the Year Award Recipients



Dr. Lloyd Miller

### Supervisor of the Year Robert Johnson - Supervisor of the Year Flor Sanguily - 1st runner up Beatriz Fernandez - 2nd runner up



Kim James



Samantha Sam



Mireya Mayor & Adlin Rosario



Laine Williams & Mr. Hartley

### Provider of the Year Lloyd Miller - Provider of the Year Pauline Peterkin - 1st runner up Melissa Hardimon - 2nd runner up

### Doris Ison Kim James - Employee of the Year Samantha Sam - 1st runner up Miguel Alonso - 2nd runner up

### Behavioral Health Care Center Adlin Rosario - Employee of the Year Andrea Sapp - 1st runner up Lourdes Cabrera - 2nd runner up



Marvine Ortiz



Hermine Pollard & Kettley Derys



Sharone Washington



Ida Hernandez & Mr. Hartley

### Satellite Services Marvine Ortiz - Employee of the Year Kettley Derys 1st runner up Sharone Washington - 2nd runner up

### CHI Employee of the Year Marvine Ortiz

### Employee Longevity Awards

- 15 Years
- Merceron Brumaire
- Juana Fuentes
- Francia Polanco
- Sharon Pottinger
- Bernado Prado
- Sheri Watson-Hamilton

- 20 Years
- Monica Mizell
- Carmen Waite

- 25 Years
- Geraldine Smith

- 30 Years
- Ida Hernandez
- Charlene Williams

- CEO Awards
- Laine Williams
- Dr. Arnold Oper
- Martha Katz
- Joseph Prater
- Mireya Mayor
- Mae Goins
- Romanita Ford
- Hermine Pollard
- Erin Jamerson
- Toni Bowen-Mcduffey



Mae Goins & Mr. Hartley



### Employee Activity Committee



Mireya Mayor & Mr. Hartley

# 2011 Employee Awards Banquet



## CHI ACTION Hero - Jennifer Weaver



**Brodes Hartley Jr., Jennifer Weaver  
Mireya Mayor & Dr. Amofah**

**Jennifer's current favorite:  
Oliver Twist**



Jennifer Weaver was selected as this month's ACTION Hero. Ms. Weaver is the Adult Mental Health Substance Abuse Coordinator at Doris Ison. She has been with CHI since 2009. Jennifer has a strong commitment to social justice. Her favorite part of working at CHI is seeing the impact services can have on an individual, improving quality of life as clients stabilize and progress through our system of care. Ms. Weaver has worked diligently on our Journey to Excellence initiative. She kept the team focused, she organized activities in a structured fashion, took outstanding minutes, and she stayed above and beyond to accomplish work. She is self directed and is always willing to help others.

Jennifer is originally from Philadelphia and received her MSW from Norfolk State University in Virginia. Saying she is an animal lover is a huge understatement. She currently has a few mutts named Flaca, Junkanoo, Little Bit, Itchy, Scratchy, and Oliver Twist. Jennifer rescued Little Bit from the side of the road in the Everglades and she is providing foster care for Oliver Twist who she found living in the cargo containers in CHI's Doris Ison parking lot. Jennifer Weaver is one tough cookie but has a heart of gold.

## Do you Have Sensitive Teeth?

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

### Check your toothpaste

Some patients may experience tooth sensitivity when using tartar-control toothpaste, but the good news is that when they stop using the toothpaste, the sensitivity goes away.

"Dentists and hygienists often recommend that patients use tartar-control toothpaste, particularly after a cleaning, to help prevent the build-up of tartar, which can lead to gum disease," says Academy of General Dentistry (AGD) spokesperson William Kuttler, DDS. "But after using tartar-control toothpaste, about 10 to 20 percent of patients complain of tooth sensitivity, so we suggest they stop using it."

"For those with tooth sensitivity, the recommendation is to avoid tartar-control toothpaste and use regular fluoride toothpaste instead," says Dr. Kuttler. "But for those who do not have sensitivity, tartar-control toothpaste tremendously reduces the build-up of tartar. However, check with your dentist. You may not need a tartar-control paste."

Ingredients found in some whitening toothpastes can also result in tooth sensitivity, which affects approximately 40 million adults in the United States.

### Why are my teeth sensitive?

Tooth sensitivity is caused by the movement of fluid within tiny tubes located in the dentin (the layer of tissue found beneath the hard enamel that contains the inner pulp), which results in nerve irritation. When the hard enamel is worn down or gums have receded, causing the tiny tube surfaces to be exposed, pain can be caused by eating or drinking foods or hot or cold beverages, touching your teeth, or exposing them to cold air.

Exposed areas of the tooth can cause pain and even affect or change your eating, drinking, and breathing habits. Taking a spoonful of ice cream, for example, can be a painful experience for people with sensitive teeth. The excessive consumption of acid-containing foods and

beverages, such as citrus juices and fruits and soft drinks, can also put you at risk for tooth sensitivity. Bulimia and acid reflux can also result in erosion of the hard enamel and sensitivity due to acid in the mouth.

# Journey to Excellence

Here's a question just in time for Thanksgiving: **Does your organization encourage a culture of gratitude?**

Not in an obligatory (and fear-tinged), "In this economy you'd better be grateful just to have a job, buddy!" way, but in a, "Gee, I really appreciate my coworkers and the feeling is mutual!" way? Chances are the answer is no. According to a recent Gallup poll, 65 percent of people say they don't feel appreciated at work. And that feeling quickly leads to pervasive negativity, low morale, and (worst of all) decreased productivity.

Liz Jazwiec says it doesn't have to be this way. Companies can deliberately infuse their cultures, from top to bottom, with the proverbial "attitude of gratitude." In fact, those who don't put gratitude on a pedestal, especially in today's high-stress work environments, are shooting themselves in the foot. Jazwiec stresses that workplace gratitude isn't something that is passed only from the boss to the employee. To have a real impact on workplace positivity, employees should show it to one another and to their bosses. And leaders and employees should show it to their customers.

If you want to make this the season of gratitude at your organization, read on for a few of Jazwiec's tips on how to hardwire workplace gratitude from the ground up.

**Adopt an "it's the thought that counts" attitude.** Consider this scenario: A new VP at a hospital wants to do something special for her hardworking, overworked staff. It's decided that pizza will be provided for the entire hospital staff, rolling out over a Sunday, Monday, and Tuesday to ensure that every person on every shift can take a pizza break. The pizza plan goes into effect and the VP, who arranged everything, walks around the departments, expecting to be welcomed with open arms by an appreciative staff. Instead she finds that many of the teams taking care of patients are upset because they can't leave their patients to go down to the cafeteria where the pizzas are located. Meanwhile (they complain), the business office and IT staffs are able to go to the cafeteria as they please.

**Communicate openly and honestly.** If it's gratitude you need, tell someone! Often your leaders or coworkers can be so tied up in their own tasks that they forget about those working around them. The natural reaction when this happens is to either hold in your negative feelings or complain to another coworker. But a more proactive stance might be to opt for open and honest communication.

**Be prepared for some kind words.** If you are unaccustomed to getting compliments, it may take some time for you to feel comfortable receiving them. Just practice and be prepared for some kind words! "When I first started speaking, I had no idea what to say to people when they told me they liked my presentation," says Jazwiec. "I had to rehearse being gracious and grateful. Can you imagine if someone came up to me and said, 'I just loved your speech!' and I responded with, 'Whatever'? Yikes and double yikes! It seems so funny we should have to practice saying 'thank you,' but many of us just don't know how to process gratitude. So start practicing!"

**Thank those you serve.** Once you have mastered the gratitude thing with your bosses and your coworkers, you need to move on to the people you serve. "When I first told my staff that we ought to be thanking our patients, one of them replied, 'What are we supposed to say? Thank you for breaking your leg?'" relates Jazwiec. "Obviously not! I suggested they say, 'Thank you for putting your trust in us today.' Regardless of your line of work, there is no better time to start showing your customers you appreciate them than in a slow economy.

**Know that gratitude encourages repeat performances.** Leaders, remember the behavior you recognize will be repeated. If you think an employee handled a disgruntled customer well or showed great proficiency in managing a group project, let her know about it and she'll work hard to do the same, or even better, next time. And employees, if you acknowledge your boss's efforts to show gratitude, she will keep doing it. Thank her for going to bat for you and your coworkers over a new piece of equipment you need or a pay raise dispute, and she'll be more likely to do it again in the future.

"I know from experience that the best places to work are places where teams are grateful for what is given to them and aren't afraid to express sincere appreciation whenever it is merited," says Jazwiec. "The best places to work are those where individuals, regardless of their position, accept compliments and praise with grace and don't second-guess the intention.

"Even in these tough times, most of us have a lot to be grateful for every day," she adds. "It's important to recognize that. When you seek to expand both team and individual gratitude and graciousness, your work environment will be even healthier. You will see negativity slip away, and I can almost guarantee it: You'll see your efforts reflected in the bottom line."

# 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

American Diabetes Month	November
Diabetic Eye Month	November
Lung Cancer Month	November
Veterans Day (Health Centers Closed)	November 11
Happy Thanksgiving	November 24
Health Centers Closed	November 25

## 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!