

July 2010



A Message from Our CEO

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Hello All: Give yourselves a gold star! And regret the fact that you maybe missed my special Joint Commission grilled chicken if you weren't able to be at the party last month.

It was, without a doubt a high quality good time. (see pictures p. 5). Special thanks to the Events Committee and the Joint Commission Primary Team for all their hard work to put the celebration together.

The Board of Directors and I couldn't be more proud of the work that you all did to get our Joint Commission accreditation. I think you will remember that Sixteenth Street is the first community health center (CHC) in Wisconsin to be Joint Commission accredited, and there probably are only 150 CHC's in the entire country that have gone through the process. Way to go everyone!

Now we're going to build on the principles of quality and safety that we started under Joint Commission and start work on some new strategic initiatives for the next year (2010-2011).

Key elements of this new strategic plan involve growth (and planning for growth) with a Waukesha site and evaluation of opportunities to expand our services in Milwaukee. Other major initiatives will be pursuit of Medical Home certification, maximization of our electronic health record system to capture pay for performance revenue, improving communication at all levels and developing a leadership development and talent management system for the agency.

This will be a lot of hard work, and we will need everyone's participation to be successful.

I have no doubt we will be successful. By the way, did you get to see any of the recent news coverage about the work Sixteenth Street does? Although it wasn't really news coverage, Bobbie Curich made a big splash in the newspaper as Nurse of the Year, Ivy Zamora gave a great interview to WUWM radio about the importance of BadgerCare coverage and Ben Gramling and the Environmental Health Department have gotten deserved recognition for their efforts to improve the KK River Corridor. Our pilot smoking cessation project, asthma management and AmeriCorps got some good ink on July 6th and Dr. Bachhuber was quoted in a story about the many positive public health benefits that will come from the Statewide smoking ban.

Oh, and don't let me forget to say THANKS to our AmeriCorps members who have worked so hard this past year. There is so much we couldn't do if we didn't have their help!

Sincerely,

John Bartkowski
President & CEO



Walk and Roll: Summer Striders Wellness Program



After we started our Summer Striders walking program in the Wellness Committee, I reflected on all the times in my life where walking initiated feelings, thoughts and promise of goodness and improved mood. There almost seems to be an innate or essential nature to our core being that activates us to stroll or

hike in order to ponder and clear the air when things are tense.

In our river project, we learn how to make healthy waterways much like healthy veins in the body. When things are flowing and clean we feel vigorous and healthy. Leonardo Da Vinci said it best, "iron rusts from disuse, stagnant water loses its purity, even so does inaction sap the vigors of the mind."

We can think about walking in a similar way. As we walk our heart pumps blood to feed a myriad of nerves, muscles and organs including that mysterious space between our ears (the brain). For some of us, we may be effective for much of the day while sitting in our cubes and working, but adding a little walk when appropriate may make us even more enthusiastic and effective. Hopefully a walk brings a sense of satisfaction and, over time, we begin to embody the ever elusive state of happiness as well. Or to put it more simply, "walking gets the feet moving, the blood moving, the mind moving. And movement is life" (Carriet Letet, poet).

Here are some inspirational quotes about walking as we get rolling in the first annual Summer Striders program:



- "If you are seeking creative ideas, go out walking. Angels whisper to us when we go for a walk." -Raymond Inmon
 - "I only went out for a walk and finally concluded to stay out till sundown, for going out, I found, was really going in." -John Muir (famous Wisconsinite ecologist)
 - "In every walk one receives far more than he seeks." -John Muir
 - "I have two doctors, my left leg and my right." -G.M. Trevelyan
 - "When you have worn out your shoes, the strength of the shoe leather has passed into the fiber of your body. I measure your health by the number of shoes and hats and clothes you have worn out." -Ralph Waldo Emerson
 - "Walking: the most ancient exercise and still the best modern exercise." -Carrie Latet
 - "Thoughts come clearly while one walks." -Thomas Mann
 - "Above all, do not lose your desire to walk. Every day I walk myself into a state of well-being and walk away from every illness. I have walked myself into my best thoughts, and I know of no thought so burdensome that one cannot walk away from it." - Soren Kierkegaard
- by **Evan McDoniels**
(Wellness Team)

The Use of Employee Entrances



Entering through the back and side doors of the agency's facilities are for our employees and for those with physical impairments or disabilities only. Vendors and contractors can use them as well, but it should be Security who is granting them access so that they can check in with us. This is to assist with the safety and security of who is gaining access to our facilities. As employees we should all be doing our part to help out and we should not be allowing those who we can't identify enter through the back and side doors, especially if we are not open for services yet. Going forward, it is important that we direct clients and patients to our main, front entrances.

We should also address the use of the back doorbell at Chavez. Employees have been issued keyless entry access badges and should not be ringing the back door bell for access. This seems to really be an issue midday and during lunch hour when the front door is open. If you don't have your badge with you and the front door is open, please walk around to the front entrance. It is our responsibility to make sure that we have our keyless entry badges with us at all times while at work. After all, they are on the backs of our IDs and it is a Joint Commission standard that we have those on, displayed properly. If you have misplaced or lost your ID, please contact Human Resources. If you are in need of a new keyless entry badge, please go to the Helpdesk on the intranet and fill out a Work Request for Facilities. If you have questions about the functions of the Helpdesk, contact your manager. Thank you for your cooperation and assistance in making Sixteenth Street a safer place.

- by **Carlo Cervantes**
Security Manager

Summer Striders Teams

The four teams who signed up for the competition are:

Walking Maniacs— Margie G., Betzy M., Kiana A., Elvira R., Carmen C., Aleida R., Sandy N., and Elizabeth V.

Sole Mates—Ma Y., Tonya X., and Choua T.

WIC Walks Wonders—Bery P., Ben K., Leticia M., Dalila C., Teresa V., and Esmeralda D.

Determinators—Sandy L., Carmen U., Desiree B., Martha B., Maria Del Mar V., and Alex W.

Here's an update of their progress:

Summer Striders 2010	
Date: 06/01/2010 to 06/25/2010	
Team Name	Total Mins
Walking Maniacs	3735
Sole Mates	2090
WIC Walks Wonders	950
Determinators	3389

Check the Wellness Site weekly on the Intranet for more updates. Good luck everyone!

Stimulus (ARRA) Funding



Capital improvements have started at all three sites to address a series of unmet repairs, renovations, and equipment upgrades to enhance our ability to serve our patients. As most of you have seen or heard these projects include repaving parking lots, replacing heating and cooling systems and repairing roofs. Quieter projects include IT upgrades and new medical equipment to improve the quality of care we can provide and to improve outcomes.

GE Volunteers

The 1st GE Volunteer Projects have been submitted to GE and volunteer teams are beginning to form. We are planning a kick off event this summer to engage SSCHC and GE Volunteers at each SSCHC site for all staff to meet GE representative and learn about current and future volunteer projects.



Supporting Breastfeeding Moms: New Laws in Wisconsin



Did you know that mothers who choose to breastfeed their babies are now protected by **two new laws** in Wisconsin?

As SSCHC staff, we are responsible for both the treatment and education of our patients and community. Staying informed about relevant topics can help us to demonstrate the high quality of care that we provide here!

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Breastfeeding in Public

Many of us might picture babies in public being fed from bottles, especially if our families used them or if we saw movies or TV shows with these images while we were growing up. Fewer people can imagine a baby breastfeeding out in public due to the pressure on women to either cover up or risk looking “too revealing.” Many families over the past generation or two have chosen to offer artificial milk (formula) rather than breastmilk, nearly erasing the image of breastfeeding women and knowledge of this “mother’s art” from memory.

Until 1995, breastfeeding mothers could be harassed and told to leave public places if someone felt it was wrong. A new law was passed that year stating that “breastfeeding mothers are not in violation of criminal statutes of indecent or obscene exposure,” (*State Statutes 944.17(3), 944.20(2) and 948.10(2)*). While this was a big step in protecting mothers from prosecution, it still didn’t offer them protection from harassment or eviction.

Every individual has a right to choose how to feed their baby as well as how to feel about the way others choose to do so. In Wisconsin, however, it is now *illegal* to prevent a woman from breastfeeding her baby in any place where she is normally allowed to be (ie. not trespassing). This is to allow women greater freedom to run errands, go out to dinner, or relax outside while breastfeeding without fear of harassment. If you think about it, *you* have the right to eat your bag lunch or snacks wherever you go, so it makes sense that babies have the same right! More than 40 other states across the US have passed similar laws in recent years. The law, signed by Governor Jim Doyle on March 10th, 2010 says:

A mother may breastfeed her child in any public or private location where the mother and child are otherwise authorized to be. In such a location, no person may prohibit a mother from breastfeeding her child, direct a mother to move to another location to breastfeed her child, direct a mother to cover her child or breast while breastfeeding, or otherwise restrict a mother from breastfeeding.

State Statute 253.16

How does this affect you as an SSCHC employee?

1. You can let women with infants or young children know about the law. WIC and Women’s Health can provide a wallet-sized card that has the law written on one side and this supportive message on the other:

“If someone ask you to leave a public space when breastfeeding, politely explain that the law protects the right of the mother to stay where she is to breastfeed.”

These cards are meant to remind moms of their “right” to breastfeed, but they’re not required like a drivers’ license (make sure you let moms know this!)

2. If you see a woman breastfeeding in public, provide positive encouragement that you are comfortable with. Smile or say a few words of encouragement – it’ll make her day!

Returning to Work + Breastfeeding

A big challenge that many mothers face these days is the decision to go back to work, often times forcing them to give up breastfeeding their babies. With the passage of the *Patient Protection and Affordable Care Act* this year, employers are actually required to make accommodations for breastfeeding employees. The law (Section 4207 of the Act) states that “reasonable break time” is required for mothers wishing to express (pump) breast milk during the workday in a “private, non-bathroom place” up until the child’s first birthday.

Even with new legislation in place, our mothers still need all the support they can get; helping women obtain quality breast pumps, encouraging the breastfeeding relationship to continue even if the mother plans to return to work, and supporting coworkers that choose to breastfeed are all ways we can make this a smooth transition for mom and baby.

SSCHC has a team of its own working on implementing breastfeeding support for both our staff and our families. Be on the lookout for training opportunities and “Breastfeeding Welcome Here” signs in the coming months!



If you interact with pregnant women or mothers of infants/small children at the clinic, make sure they are aware of their rights – these women are giving their children the best possible start in life and we should show our support!

By: Sally Callan, Breastfeeding Coordinator and Michele Lorenz, AmeriCorps Member

Announcements

Congratulations to these employees for their tenure at Sixteenth Street Community Health Center:

5 Years

Burt Clark 06/06

10 Years

Jose Castro 06/09

Maria Herrera 03/27

Ann Krigbaum 06/01

Karen Lupa 06/12

15 Years

La Xiong 06/13

Welcome to our new employees:

Rachael Fiul—Physician Assistant

Jesus Juache—Lead Outreach Worker

Betsabe Rubio-Soto—Facilitator

Natalie Villegas—Medical Assistant

Perfect Attendance in the 2nd quarter of 2010 are:

Penelope Castillo, Elizabeth Chavarria, Mari Cortez De Dominguez, Valeria Guzman, Ana Perez, Berenice Preciado, Aleida Ramirez, and Malisa Valeriano

Honorable Mention for not using any unapproved time during the 2nd quarter of 2010 are: Tong Lo, Sandy Lopez, Pang Ly, Lorena Martin, Marisa Reyes, Celia Rodriguez, Elizabeth Romero, and Pheona Welsh

THANK YOU AmeriCorps 2009-2010!

What a wonderful year you've had! You took on new projects (Teen Yoga, WIC Child Enrichment, Reach Out and Read book collection) and offered new services (Tobacco Cessation, English Classes) while continuing the successful ventures (Girls on the Run, MAP, health education in breastfeeding/nutrition/asthma/diabetes, Parkway Garden, medical interpreting, Reach Out and Read), all with your energy, dedication, and a sincere goal of improving our community. Best of luck to each of you as your adventures continue in graduate school, medical school, varied career paths, continued service to others. . .and maybe a late summer vacation or two. Be proud of the impact you've had at SSCHC and how you've grown this year!



Thanks again—Amna Aziz, Bess Earl, Krystal Kekula, Flavien LeClere, Ann Lengyel, Michele Lorenz, Dan Ortiz, Jose Brendan Wunnicke, and Katie Swank

The following employees are no longer with Sixteenth Street Community Health Center: Wanda Bonilla, Julio Calle, Ellen Kozel, Valeria Lopez, Amaris Medina, William Reyes, Danerys Rios, Cindy Tosado, Sonia Valdes, and Marggie Vazquez

Congratulations



★ Angel Basabe received the 2010 Teacher of the Year award by the MATC Latino Student Organization



The Coding Department would like to recognize all the team members who are advancing their careers by going to college.

- ★ Lorena Martin—Working towards Coding and Billing Cert.
- ★ Valeria Guzman—Working towards Business Mgmt . Degree
- ★ Dina Duarte—Working towards Nursing degree

The following employees have added new members to their family:



★ Lisa Rodriguez on 6/14



★ Veronica Aldape-Compan on 5/31
★ Roberto Rodriguez on 2/6

Mark your calendars—



Employee Annual Event
August 7, 2010 7:30 to 11:30 pm



Arseny aka the Alex Trebek of Joint Commission, administered the following Quiz, with an opportunity to win fabulous prizes.

1. Proper Identification of patients requires telling them what name and address we have on record so that they can confirm or correct it.
 True False Answer: FALSE—Proper identification requires that the patient tell you their name and second item (usually a date of birth or address) without verbal prompts

2. MSDS sheets are available from Facilities staff.
 True False Answer: FALSE—MSDS sheets are available from the site linked to our Intranet and via a 1-800 number

3. Proper hand washing is the most important and effective method of infection control.
 True False Answer: TRUE— Proper hand washing is key. We are all responsible for Infection Control!

4. Safety issues should be reported to managers before leaving at the end of the day.
 True False Answer: FALSE — Safety issues should be reported immediately to managers or via the Helpdesk

5. ID badges are required anytime we are working, at any SSCHC building.
 True False Answer: TRUE—ID badges should be worn any time staff are present in any SSCHC building

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