

Que Onda?

January 2012

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A Message from our CEO



Hello All:

Well, I guess it's traditional for the first message of the New Year to include a look back at the year that just ended.

But, if you think about it, there isn't a lot about 2011 that I want to dwell on. Sixteenth Street had a pretty good year. We came through the State and Federal budget battles relatively unscathed. We've made great progress on our electronic health record implementation, to qualify for 'Meaningful Use' implementation, we opened a clinic site at the United Community Center's Senior Center and we finally acquired a site for our new facility in Waukesha. These projects have all involved a significant amount of work by a lot of people, and we should all feel proud of what we've done.

But there is still a lot that we don't know. So, let's time warp to this same time next year – January 2013, and focus on the things we will learn in this New Year.

By next year we will know what the Supreme Court thinks about health care reform, we'll know if Mayor Barrett, County Executive Abele and President Obama will continue in their current jobs. We'll know whether Governor Walker will have to face a recall election and we will all say hello to a new United States Senator to replace our good friend, Senator Herb Kohl.

We should know more about the changes the State Department of Health Services intends to make to the Medicaid program, and we will have a better idea of what the new and changing health care marketplace will look like. We should know if Sixteenth Street will become part of an Accountable Care Organization (a new collaborative model of care where health care organizations partner to assure quality outcomes for patients) and we should know if we need to become part of a Health Care Exchange (which are supposed to be new health care 'insurers' that provide a certain menu of health services at a lower cost.)

This is a long list of things we do not know. But we DO know, without a doubt, that we are going to be learning a lot. We're going to learn more about our patients as we implement features of the 'Patient Centered Medical Home' (PCMH) quality care model that will require us to do more in terms of care coordination. We're going to learn more about how our patients access their medical records as we move toward the Patient Portal Online Access feature, where patients can ask to refill a prescription, request an appointment, check a test result or inquire about their bill online. And we're going to continue to leverage technology wherever we can.

And, of course we will all learn whether the Green Bay Packers will make a run for a third consecutive Super Bowl win or whether the Brewers can make it into the play offs again.

Stay tuned as we move forward in 2012 for learning new things together.

Thanks everyone.

John Bartkowski, DrPH

President & CEO



Que Pasa?

Top 10 Ways to Enjoy the Holidays While Practicing Wellness



The Wellness Committee hopes you and your families had a great holiday season! Now that it's over (and I'm sure you've set some serious wellness goals), it's never too early to think about ways to incorporate wellness into various holiday traditions in the future. Many reports and studies suggest an increase in heart attacks and strokes during the holidays, possibly linked to stress and some of the foods we eat at this time of year but you can have your cake and walk it off too! The top-10 list below represents many of our staff member's diversity in celebrating holidays, perhaps these ideas can work with your family's traditions or start a new tradition?

- 10) **Do your own version of caroling:** If you can't stand the cold, singing relieves stress indoors or outdoors. And if you are willing to brave the cold, sharing a song with a neighbor helps build healthy relationships in your community. Doing good deeds benefits your overall health.
- 9) **"Las Parrandas:"** Similar to caroling, this Puerto Rican tradition includes percussion instruments, singing and dancing (and sometimes guitars). Small groups surprise their loved ones with a visit to perform the songs. This is a great way to be active and in motion on the holidays with the same health benefits of caroling.
- 8) **Use more real fruit in the "ponche" or punch:** Both Latin American cultures and North Americans enjoy punch... how about using some juices with a higher percentage of real fruit juice and healthy fruit pieces? This is a great way to get your "sweet" fix, with healthier sugars from fruits.
- 7) **Are you just sitting there and watching your favorite football heroes create athletic feats without moving your own body?:** Learn from Bucky Badger, do some pushups or situps with each touchdown (no shame in that!) and get the kids doing exercises for each touchdown. The way the Badgers and Packers score the ball, that's a lot of pushups for each point on the scoreboard! Wanna be like Clay Mathews or Aaron Rodgers? Do your own big-play celebration dance with your family. They'll think it's funny and humor is the best medicine for wellness while you benefit by staying active during the game.
- 6) **Portion-size of the big meal:** Whether your tradition includes tamales or ham, you can enjoy all the flavors and



options better with smaller portions.

- 5) **Desserts and snacks:** Snacking on nuts provides the "good" fats, vitamins, and minerals that aren't found in some of the other favorite snacks (plus they're delicious!). The nutritionists I spoke with suggested to enjoy the desserts but try to include fruits and vegetables too. The traditional sweet potato, squash, or other holiday veggie can be both nutritious and a treat. And for fruits, it's not uncommon to see clementines in stockings which are a healthy citrus option. Don't discriminate against the fruits on your dessert table, integrate great treats like sliced mango, choco-banana, and fresh apple treats.
- 4) **Alcohol-consumption and planning:** It's a time to be merry but Wisconsin suffers from some of the worst abuses of alcohol which can negatively affect familial relationships, endanger others on the roads, and create increased health risks due to binge drinking which can often be commonplace at holiday parties. MADD and the CDC find that statistically, 1,200 people will lose their lives and an estimated 25,000 will be injured due to drunk-driving accidents during the holiday season each year. We can do our part to make the holidays safer.
- 3) **Stress:** We all have that odd uncle or crazy cousin that everyone is worried will do something embarrassing. Many seem to worry about "finding all the right gifts for everyone on our budget." Both of these scenarios can become healthy stressors if we keep a positive perspective heading into each holiday gathering. One suggestion is to emphasize the value of connecting with others and building healthy relationships as the biggest and best gift rather than the most expensive or fancy gift. We are all feeling the recession, so why not build on the greatest assets we have, each other.
- 2) **Find ways to be active:** Enjoy the snowfall or check out the holiday lights around your neighborhood on a family walk. Get the kids to have a race or snowball fight in the yard. Have the kids work hard and sweat to finally break that piñata! Play active-motion videogames with the kids to stay active (Wii, Kinect) instead of sedentary activities. There's plenty of time for both chilling out and enjoying some exercise!
- 1) **Follow-through on your New Year's resolutions by enjoying the Wellness Committee-sponsored Health Risk Assessment** in January and living wellness each day this 2012 (and beyond) at your own pace, one step at a time. Your kids and community will learn these healthy steps that can last a long, vibrant lifespan.

-Evan McDoniels
(Wellness Team)

Que Onda?

Winter is Here



Whether if winter brings severe storms, light dustings, or just cold temperatures, taking preventive action is your best defense against having to deal with extreme cold-weather conditions. By preparing your home and car in advance for winter emergencies and by observing safety precautions during times of extremely cold weather, you can reduce the risk of weather-related health problems.

Consider the following for a warm and safe winter:

Stay Warm: Shivering is an important first sign that the body is losing heat. Keep warm by dressing in wool, silk, or polypropylene inner layers – these types of fabrics hold in more body heat than cotton.

When winter temperatures drop significantly below normal, staying warm and safe can become a challenge. Extremely cold temperatures often accompany a winter storm, so you may have to cope with power failures and icy roads.

Although staying indoors as much as possible can help reduce the risk of car crashes and falls on the ice, you may also face indoor hazards. Many homes will be too cold—either due to a power failure or because the heating system isn't adequate for the weather. When people use space heaters and fireplaces to stay warm, the risk of household fires increases, as well as the risk of carbon monoxide poisoning.

Exposure to cold temperatures, whether indoors or outdoors, can cause other serious and life-threatening health

problems. Infants and the elderly are more at risk, but anyone can be affected. To keep yourself and your family safe, you should know how to prevent cold-related health problems and what to do if a cold-weather health emergency arises.

Winter Sports and Activities: Set reasonable time limits on outdoor play to prevent hypothermia and frostbite. Have children come inside periodically to warm up.

Winterize Your Vehicle: Check or have a mechanic check the following items on your car...

- **Antifreeze levels** - ensure they are sufficient to avoid freezing.
- **Battery and ignition system** - should be in top condition and battery terminals should be clean.
- **Brakes** - check for wear and fluid levels.
- **Exhaust system** - check for leaks and crimped pipes and repair or replace as necessary. Carbon monoxide is deadly and usually gives no warning.
- **Fuel and air filters** - replace and keep water out of the system by using additives and maintaining a full tank of gas. A full tank will keep the fuel line from freezing.
- **Heater and defroster** - ensure they work properly.
- **Lights and flashing hazard lights** - check for serviceability.
- **Oil** - check for level and weight. Heavier oils harden more at low temperatures and do not lubricate as well.
- **Thermostat** - ensure it works properly.
- **Windshield wiper equipment** - repair any problems and maintain proper washer fluid level.
- **Install good winter tires** - Make sure the tires have adequate tread. All-weather radials are usually adequate for most winter conditions.

Happy holidays, stay warm and safe!

-Carlos R. Barrancos
(Security Manager)



Que Onda?

Health discount program. Be healthy. Save money.

Even if you already have medical, dental and vision coverage, as an enrolled health plan member, you can save even more money by using your health discount program for:

- **Dental care** - Cosmetic procedures such as teeth whitening
- **Vision care** - Laser eye surgery
- **Alternative care** - Acupuncture, chiropractic care, massage therapy and natural medicine
- **Long-term care services** - Skilled nursing facilities, assisted living, respite programs and durable medical equipment
- **Infertility treatment**
- **Hearing devices**

So many ways to save

Save on these wellness resources to help you live a healthier life:

- ~ Weight management from Jenny Craig®, Nutrisystem® and other popular programs
- ~ Nutrition counseling
- ~ Fitness clubs including select locations of Gold's Gym, World Gym, Curves, Ladies Workout Express, Anytime Fitness and MyGym
- ~ Fitness equipment and apparel
- ~ Natural products and foods
- ~ Stress reduction and relaxation resources
- ~ Smoking cessation programs

How to get your discounts

No referrals are required and there are no claim forms to submit. To locate participating health care professionals, programs and online retailers:

~ Link to the health discount program from myuhc.com®, Extra Programs and Discounts*.

~ To search for a provider, program or online retailer, select a category (such as Alternative Care) and a specialty (such as Massage).

~ For individual providers: Click *Select This Provider* to generate a discount confirmation. Be sure to print the discount confirmation and take it with you to your appointment. Note that the confirmation is simply your rate guarantee. You are under no obligation to visit the selected provider.

~ Make an appointment, being sure to identify yourself as a UnitedHealth Allies® discount program member, and pay the discounted rate at the time of service.

~ For national providers such as weight loss programs or our online shopping partners: Simply follow the instructions on the *Provider Profile* page to purchase products or services at the discounted rate. No confirmation is necessary.

After logging in to myuhc.com and linking to the health discount site, if you are not automatically logged in to the health discount program website, click on First-time users: CreateAccount and follow the instructions. Or, call the Customer Care number on your medical ID card (or discount card, if issued).

Announcements

Transfers / Promotions:

Carlos Barrancos	Security Manager
Tatiana Maida	Healthy Choices Program Coordinator
Gabriela Dieguez	Financial Counslor
Tamara Noll	Manager of Registration & Credentialing Services
Yasmin Rios	Medical Assistant Supervisor
Rebecca Rodriguez	Medical Assistant Supervisor
Ireliz Ruiz	Patient Registrar

Welcome To Our New Employees:

Kshama Bhat	Medical/Family Practice
Norma Guerra	Operator/Appointment Clerk
Maritza Martin	Lead Outreach Worker
Kathryn Murphy	WIC Project Nutritionist
Michael Parker	Facilities Manager
Estrella Perez	Operator/Appointment Clerk
Alejandra Velazquez	Operator/Appointment Clerk

Welcome back to SSCHC:

Elizabeth Chavarria	Operator/Appointment Clerk
Guadalupe Diaz	WIC Assistant

The following employees are no longer with Sixteenth Street Community Health Center:

Sandra Arce-Garzon, Juanita Hassan, Gabriella Kiesler, John Kinney, Peter McAvoy, Monica Ramirez, Rakhee Sheth, Carmel Soto, David Stewart, and Rosaura Tejada

Employees with Honorable Attendance for the 4th quarter of 2011 are:

Juan Moya
Alba Peterson



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

5 Years:

Jose Negron	Family Practice Physician
Elizabeth Romero	Facilitator
Olivia Wyne	Security Officer

10 Years:

Josefina Diaz	Medical Assistant I
Gina Gil	Collections Specialist
Diana Mesa-Horatis	Psychotherapist
Maria Toscano	HIV Case Manager
Valynda Wells	Psychologist

15 Years:

Miriam Herrera	Perinatal Case Worker
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25 Years:

Elvira Ramirez	Perinatal Outreach Worker
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35 Years:

Sarah Callan	Nutritionist
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