

# Que Onda

July 2012

## A THANK YOU FROM THE BOARD

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To ALL Staff of Sixteenth Street Community Health Centers:

At our meeting on June 19th, the Board of Directors unanimously voted to send a message of congratulations to all staff to recognize and commend everyone for the great accomplishment of passing your first unannounced audit by The Joint Commission.

Being an outpatient clinic certified by The Joint Commission is an accomplishment in and of itself that places Sixteenth Street amongst the elite medical clinics in the country. And passing the first unannounced audit in the way you did (with only three 'findings') is an outstanding confirmation of continued excellence.

Every one of you can take pride in this accomplishment, for every aspect of the clinic was scrutinized by the audit team. From the entrance of a patient into the clinic through the clinical encounter and follow-up planning before leaving the clinic, everyone who interacts with our patients was being reviewed.

Both the Chavez and Parkway sites were under the microscope, for the work of the clinical staff. As a physician myself, I know The Commission is looking for attentive care of the physical environment to meet the patient's needs. The facilities were scrutinized for safety and the records maintained by human resources, the financial department and the work of your leadership team all were under review. The work that everyone did impressed the Commission!

This is a testament to teamwork and the individual commitment each of you have to Sixteenth Street's mission of improving the health and well-being of Milwaukee and surrounding communities – it showed through.

On behalf of the Board, I thank you for your dedication and commitment to the community.

You truly are a benchmark for what all communities need, a primary care organization committed to sensitive and state of the art delivery of community based medical and behavioral health care.

Wayne Heidenreich, MD  
Chair, Board of Directors  
Sixteenth Street Community Health Center

Laura Arnow, CPA  
Arnow & Associates

Mark Elder  
P&H Mining Equipment

Tom Gazzana, ret'd  
Children's Hospital

Kathy Hein  
Les Aspin Center  
Marquette University

Teresa Mercado  
Mexican Fiesta

Ellen K. Murphy  
UWM School of Nursing

Juan Ruiz  
United Community Center

Suzanne Sanicola  
Columbia St. Mary's

Levi Sosa  
Gorham Exports LLC

Jeffrey Stearns, MD  
UW School of Medicine  
and Public Health

Galo Vargas  
S.C. Johnson & Son, Inc.

Rick Walters  
Wells Fargo Advisors



### Reminder!:

Our annual Run/Walk Picnic event will be held on August 11, 2012. All sign-up forms should be sent to H.R. by Friday, July 27. For more info check: <http://wellness.sschc.net/>



## SAFE GRILLING THIS SUMMER



Keeping food at safe temperatures requires basic planning.

Check out these tips from the U.S. Department of Agriculture before you fire up the grill. Following proper guidelines will help keep your summer cookouts and picnics safe and tasty.

1. Buy cold food last when shopping. Keep raw meat and poultry separate from other groceries. Refrigerate perishable food within two hours--or within one hour if the temperature is above 90 degrees.

2. Thaw meat completely before grilling so it cooks evenly. Thaw slowly in the fridge or use microwave defrost to thaw food that's going right on the grill.

3. Marinate food in the fridge, not on the kitchen counter. Poultry and cubed meat or stew meat can be marinated up to two days. Beef, veal, pork, lamb roasts, chops, and steaks may be marinated up to five days. Don't reuse marinade from raw meat unless it is boiled to destroy bacteria.

4. Keep food cold when transporting it. Pack it right from fridge to insulated cooler with ice/ice packs just before you leave home. Keep the cooler out of the sun and avoid opening the lid too often. Pack beverages in one cooler and food in a separate one.

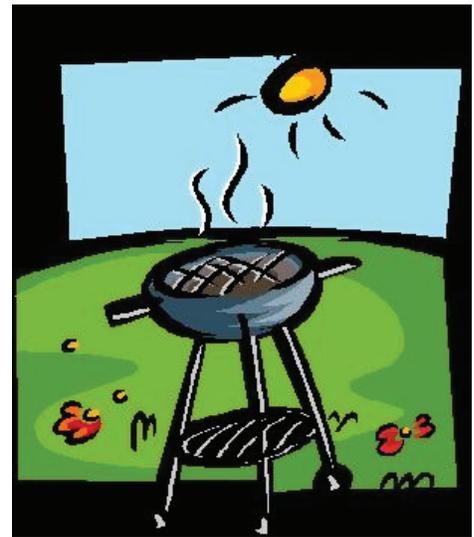
5. Don't use the same platter/utensils for raw meat and cooked meat.

6. Reduce grilling time by pre-cooking food partially in a microwave, oven or on the stove. Make sure the food goes immediately from the kitchen to the grill.

7. Use a food thermometer to make sure meat on the grill reaches a safe minimum internal temperature. NEVER partially grill meat or poultry and finish cooking later.

8. In weather 90 degrees or warmer, food should never sit out for more than an hour.

-Carlos R. Barrancos  
(Security Manager)



### SAFE TEMPERATURES

- Raw beef, pork, lamb and veal steaks, chops and roasts: 145 °F.
- Raw ground beef, pork, lamb and veal: 160 °F.
- Poultry: 165 °F.
- After cooking, keep food at 140 °F until served.
- Reheat fully cooked meats like hot dogs to 165 °F.



## WELLNESS: LIVING THROUGH PERSONAL DROUGHTS AND TRAGEDY



I will never pretend to be an expert on understanding our human condition. I don't think anyone ever knows fully the complexities of our minds and bodies and how we engage with our environment, let alone the effects, good and bad, of our approaches and mindsets and fallibility.

That said, in what has become one of the worst droughts in history, I realized my empathy for nature was bringing on a personal drought. I feel vulnerable even writing about being in a rut with fellow staff as the readers of this newsletter but I figure what is there to hide when we all go through immense challenges at some point? I'm not alone am I?

For privacy sake, I don't want to give you my sob story or anything like this. But at it's most basic, working through surprising funerals of people I held dear and seeing all the trees in my favorite parks and trails dying or in great shock is really haunting for me.

While this article may not be the "optimism-at-all-costs" approach of a typical wellness story, it's real and I hope I can offer some suggestions for handling adversity, mourning and immense environmental challenges I've experienced this summer.

Furthermore, it's important to recognize the drought within. The times when our creative side isn't nurtured, when we don't get to try new things, when unbearable pressure is put upon us.

The best advice I've ever heard from family members and inspirational leaders in my life is to recognize all emotions as valid and embrace them. We are not human if we fake our way through life. We are not human if we are ashamed of certain emotions and try to project a sterile, neutral façade at all times.

Coming from a women's studies background, a large component of our socialization of men is to teach them in early childhood to reject emotions such as fear and sadness; the classic "boys don't cry" mantra has been a part of men's socialization for many generations. Women too have certain social norms put upon them that our culture

tries to shape into ways that may or may not be healthy. All the genders in between and beyond our binary experience a very tough road to acceptance, inclusion, and ability to live openly.

While we don't have to expose our emotional vulnerabilities in compromising environments (i.e. at work) we need to find people and places where it's safe to reflect upon our lives and let our primal, honest powers express themselves openly.

When experiencing loss of a family member or friend, everyone mourns differently and we have to give each other the space and support to honor each other's experiences. As I experience the mortality of our human condition around me and immense suffering in my environment among the beings we depend on (trees, crops and soil), I realize the simplest gesture of nurturing can sustain us through some of the worst challenges.

Take a moment to hydrate yourself with caring. Give the wilted leaves a healthy amount of our precious water resources. Always remember the spirit of those that have passed and perform the lessons of their lives in your living.

-Evan McDoniels  
(Wellness Dept.)





## ANNOUNCEMENTS

### WELCOME TO OUR NEW EMPLOYEES:

<b>Marangeli Alicea</b>	<b>Medical Assistant I</b>
<b>Yanderid Arteaga</b>	<b>Health Screener</b>
<b>Brittany Barker</b>	<b>Registered Dietician</b>
<b>Jessivett Camacho</b>	<b>Medical Assistant I</b>
<b>Buenaventura Castrejon</b>	<b>HIV Outreach Specialist</b>
<b>Katherine Javier</b>	<b>Medical Assistant I</b>
<b>Snezana Ljubic</b>	<b>Medical Administrative Assistant</b>
<b>Eliana McKee</b>	<b>Pediatrician</b>
<b>Jaileen Ortiz</b>	<b>Medical Assistant I</b>
<b>Leticia Paez</b>	<b>WIC Breastfeeding Counselor</b>
<b>Marangelis Rosa- Rivera</b>	<b>Parent Educator Assistant</b>
<b>Angela Sanfelippo</b>	<b>Registered Dietician</b>
<b>Yvette Valentin</b>	<b>Medical Records/Referral Clerk</b>

### THE FOLLOWING EMPLOYEES ARE NO LONGER WITH SIXTEENTH STREET COMMUNITY HEALTH CENTER:

Karen Barretto, Yesenia Chaparro, Luz Maria Esparza, Aracely Gaona, Anthony Greco, Bridget Harland, Myriam Olivera, Keycha Remus, and Virginia Sanchez

### EMPLOYEES WITH PERFECT AND HONORABLE ATTENDANCE FOR THE 2ND QUARTER OF 2012 ARE:

#### PERFECT ATTENDANCE

Veronica Araven-Salgado  
Ana Perez  
Melissa Perez

#### HONORABLE ATTENDANCE

Emma Santana  
Itza Vargas  
Marcos Zendejas



### CONGRATULATIONS TO THESE EMPLOYEES FOR THEIR TENURE AT SIXTEENTH STREET COMMUNITY HEALTH CENTER:

#### 5 YEARS:

Sarahi Burgos	Jessica Ramirez
Daisy Leon	Jose Salazar-Martinez
Pang Ly	Donna Triplett
Georgina Mueller	

## CONGRATULATIONS!

Sixteenth Street Community Health Center received a grant from the "Together on Diabetes(TM)" initiative from Bristol-Meyer-Squibb. We were one of three grantees in the US, along with the National Council on Aging and Harvard's Center for Health Law and Policy Innovation.

Through this grant of \$295,615 over 3 years, our Diabetes Program will use the Diabetes Registry for the first time to identify patients with Type-2 diabetes who are "inactive" with medical follow up care, outreach, education and support to re-engage them into care and measure system improvement to keep them engaged in care over time.

-Diabetes Dept.

## HERO STORIES

"Today I was answering phones and received a call for a pt requesting an app for a CT scan follow up; after we found a slot and the information about app was given I asked her: "Is there anything else I can do for you?, and she answered: "Can you please pray for me?" and she started to cry. It took me out of base for a second, but I told her that for sure I will pray for her, and then she hung up. I continued to work but keep thinking about the patient and the way she abruptly hung up the phone. After I hesitated if it was fine to call her or not, I went with what my heart desired... so I called her. She answered, now she was better and I just identified myself and told her that I was concerned about her, since we lost communication or maybe she hung up. She said that she hung up because her crying. I told her there is nothing wrong about it, and she said that she was just diagnosed with Alzheimer's disease. Then, she started to tell me how her friends assured her that they will be there for her, and so on. I told her that definitely she is blessed to have such friendships and so on. The important thing is that she told me that this was one of the reasons she ALWAYS recommends Sixteenth Street Clinic and that she was confident that we will take care of her. I am glad I called her back."

-Anonymous Staff Member

"Last week I had an appointment with my doctor and I happened to have the opportunity to meet with the director of Tb control for the city of Milwaukee. I was wearing scrubs since I had no time to change and he asked me where I worked, I told him that I work at SSCHC and right away he told me "Oh, you guys do GOOD work" and he kept talking about how we provide excellent care for our patients. I was very happy to see his interest to know more about us!"

-Victor Tenorio

## THANK YOU, AMERICORPS!

The 2011-12 AmeriCorps Members graduated on July 9th and their service year comes to a close on August 3rd after more than 13,600 hours dedicated to "getting things done."

The Members are moving on to medical school, graduate programs, health care-related employment, additional AmeriCorps opportunities, and other inspiring endeavors. We wish them well and welcome them back for a visit (or a job?). CONGRATULATIONS!

