

# NEWSLETTER



*"Patient Care Comes First"*



## Message from the CEO

This is the time of year when we get on the scale and frown. The fun of the holidays is attaching to our waistlines, and we are not happy about the prospect of gaining those pounds. It certainly is easier and more fun to put them on than to take them off!

So this is a good time to take advantage of the Wellness activities we offer here at CHI. We offer our employees the opportunity to have as much fun taking off the pounds as you had in putting them on. You can participate with fellow employees in boot-camp, walking, aerobics, basketball, tennis, and if you need it, you can try the smoking cessation program, as well. Feel free to contact the ambassadors for each activity and to learn more, call Kerri-Ann Forbes at ext 4168, who is in charge of the overall program.

Our employee wellness program not only helps us as an organization keep a healthy work force, but it also plays an important role in reducing health care costs. The less an organization spends on medical care for employees, the more it has for salaries and other benefits. So by keeping fit, you help yourself and your fellow employees in many ways.

Obesity is our number one health problem in America. I don't have the statistics, but it's a safe guess that more than half of the patient care dollars we spend at CHI are related to obesity issues, like diabetes and heart disease. Although obesity is on the forefront of America's health issues, it's not the only issue. Make sure to schedule a visit with your primary care physician, and if you don't have a medical home, select one today. CHI would be proud to be your medical home. Let us help you shed those extra holiday pounds and have a healthy and happy 2011!



**Brodes H. Hartley, Jr.**  
**President & CEO**

**Accountability and Compliance Today (ACT)**

### 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



[www.prestigehealthchoice.com](http://www.prestigehealthchoice.com)  
1800-611-0786 member services  
1800-617-5727 provider services

## CHI Honors Commissioner Katy Sorenson



Brodes H. Hartley Jr. and Commissioner Katy Sorenson



Christina Loren



Katy with guests

Brodes H. Hartley Jr. presented a beautiful token of appreciation to Commissioner Katy Sorenson during “An Evening Honoring Commissioner Sorenson” Benefiting CHI’s Children’s Crisis Center. The event was held at Signature Gardens on Friday, November 12th, 2010 and hosted by Christina Loren from CBS4. Over two hundred people enjoyed the event and \$23,605.00 was raised to benefit CHI’s Children’s Crisis Center. Commissioner Sorenson has had an exciting and successful career, some of which was displayed through a beautiful photo montage throughout the evening and as guests danced the night away. Table sponsors of the event were the Coconut Grove Junior Chamber Foundation, Commissioner Katy Sorenson, District 8, Data Corp, Energy Systems Group, Gold Coast Physician Partners, Hugo Romeu, Jackson South Community Hospital, Lawrence Wright & Partners, The Murray Company and Brodes H. Hartley, Jr. Many thanks to everyone who helped make this event a success!

## 2010 Cultural Awareness Day Photos



## Sunshine Club Volunteer Program

By: Joe Prater

The Sunshine Club Volunteer Program was re-established in February 2010 to further enhance the level of care and service to patients, their families, and visitors, when at a CHI health center. Collectively, and individually, the volunteers have exceeded expectations in the delivery of personalized services. Beyond the estimated financial value (\$63,785.50) of the service the volunteer program provides to CHI, the staff also provides a personal touch that defies value. The volunteers have assisted in registering 320 health center grassroots advocates, provided 42 patients personal assistance in applying for entitlements and assist staff on a daily basis. Our volunteers were even there to get the new Family Medicine Greeter Program up and running!

Patients have sought out the Sunshine Volunteer Program Manager to personally express gratitude for above and beyond services offered by volunteers. One new patient, having felt lost from being absorbed by the complexity of our system, sought out and received the assistance of a volunteer. Upon completion of the visit, the patient talked about his dilemma and the satisfaction he felt after the volunteer explained step by step what was to happen next. The patient stated that since he better understands our system, he will happily bring his spouse and children to CHI for healthcare needs. Almost all departments have been positively impacted by volunteer support and will continue to receive assistance as the program grows stronger. Say THANKS to a CHI Volunteer today!

### Community Health of South Florida (CHI) presents The Doug Williams Group Professional Development Award to Ms. Claudine Fearon, LPN.



The Doug Williams Group Professional Development Fund was established in 2005 to recognize and reward staff who significantly advance CHI's mission of providing exceptional service to patients. In her letter of appreciation to us, Ms. Fearon said: "My employment at CHI has allowed me to enhance the skills that I need to pursue my RN and I am appreciative of the awareness that The Doug Williams Group has for the advancement of the education of our staff."

## CHI Security Update



Always wear your badge.

Be alert.

Look out for your fellow employees.

Happy  
Holidays!

# Joint Commission: 2010 Hospital National Patient Safety Goals

## 2010 Hospital 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.

This is an easy-to-read document. It has been created for the public. The exact language of the Goals can be found at [www.jointcommission.org](http://www.jointcommission.org).

### Identify patients correctly

Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the medicine and treatment meant for them.

Make sure that the correct patient gets the correct blood type when they get a blood transfusion.

### Improve staff communication

Quickly get important test results to the right staff person.

### Use medicines safely

Label all medicines that are not already labeled. For example, medicines in syringes, cups and basins.

Take extra care with patients who take medicines to thin their blood.

### Prevent Infection

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

Use proven guidelines to prevent infections that are difficult to treat.

Use proven guidelines to prevent infection of the blood from central lines.

Use safe practices to treat the part of the body where surgery was done.

### Check patient medicines

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

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

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

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

### Identify patient safety risks

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

[http://www.jointcommission.org/GeneralPublic/NPSG/10\\_npsgs.htm](http://www.jointcommission.org/GeneralPublic/NPSG/10_npsgs.htm)

## 2010 Theme: ACT

# ACT– Accountability and Compliance Today

### Current Events

World AIDS Day	December 1
Hanukkah Begins	December 1
National Aplastic Anemia & MDS Awareness Week	December 1 - 7
National Hand Washing Awareness Week	December 5 - 11
Health Centers Closed	December 24
Christmas Day	December 25
Health Centers Closed	December 31

### 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!