



CHI OPENS TAVERNIER HEALTH CENTER WITH A MARDI GRAS CELEBRATION




When in Rome do as the Romans do. It's a saying that certainly described the grand opening celebration for Community Health of South Florida's new Tavernier Health Center on Tuesday March 4th. The Fat Tuesday event had a Mardi Gras theme and incorporated the fun and relaxed lifestyle in the Keys.

Steel drums beat in rhythm with Caribbean music welcoming the newest addition to the health community in Tavernier while dozens of people donned their beads and masks.

The federally qualified health center and non-profit decided to open the new center in the Tavernier Towne Shopping Center at 91200 Overseas Highway, #17, Tavernier, FL 33070 after identifying a great need for quality, affordable and convenient medical care in the Upper Keys.

Tavernier and the surrounding communities are considered to be a medically under-served area, according to the Health Resources and Services Administration (HRSA). The health department said nearly half the population is uninsured and the agency has documented inaccessibility issues to medical care in the region. Based on that research, CHI applied for and was awarded federal grant money to help open this new center.

"The Tavernier Health Center is a place where everyone can have access to high quality medical care," said Colonel Brodes Hartley, Jr. CHI President and CEO. "We welcome both the insured and the uninsured to make us their medical home."

The new center offers primary care, pediatrics, OB-GYN and mental health and is planning for free transportation to and from the health center. With the addition of Tavernier, CHI will now have two centers in the Florida Keys. The other one is located in Marathon.

To make an appointment at the new Tavernier Health Center call (305) 743-0383.



Coconut Grove Health Center
3831 Grand Avenue
Miami, Florida 33133
(786) 245-2700

Doris Ison Health Center
10300 SW 216th Street
Miami, Florida 33190
(305) 253-5100

Everglades Health Center
19300 SW 376th Street
Florida City, Florida 33034
(305) 258-6813

Marathon Health Center
2855 Overseas Highway, MM 48.5
Marathon, Florida 33050
(305) 743-4000

MLK Clinica Campesina
810 W. Mowry Drive
Homestead, Florida 33030
(305) 248-4334

Naranja Health Center
13805 SW 264th Street
Naranja, Florida 33032
(305) 258-6813

South Dade Health Center
13600 SW 312 Street
Homestead, Florida 33033
(305) 242-6069

South Miami Health Center
6350 Sunset Drive
South Miami, Florida 33143
(786) 293-5500

Tavernier Health Center
91200 Overseas Highway, Unit 17
Tavernier, Florida 33070
(305) 743-0383

West Perrine Health Center
18255 Homestead Avenue
Perrine, Florida 33157
(305) 234-7676



A Message from the President

Here at Community Health of South Florida, Inc. we don't skip a beat and the rhythm of progress continues to beat fast. We have recruited three medical residents for our new teaching health center and the recruiting process continues. By this summer, the program will be up and running with 15 medical residents doing their residency training here at CHI. We are reorganizing and hiring to create a strong faculty to lead and support the competitive program.

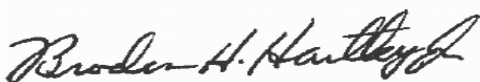
We opened our new Tavernier Health Center and its patient base has been growing day by day. The community is telling us that there is a great need for convenient and quality medical care in the Upper Keys and we are so happy to be a part of the solution.

April is a busy month for CHI. We have our annual Celebrity Golf Tournament that raises money for the Children's Crisis Center. We want to create a safe haven for children with mental health issues. They need a healing environment that they can access in South Dade. Right now many families travel all the way to Hialeah from the Keys and South Dade just to receive this type of specialized care. With our new Children's Crisis Center they will be able to get the help they need right here in their back yard. The plan is now to build it on the land next to the Doris Ison Center.

In April, we take time out to recognize our volunteers, our administrative professionals and also our laboratory professionals. Coming up in May we say thanks to our nurses. You all play critical roles in patient care and the success of this organization. We appreciate all that you do.

This past March, we took time to recognize the excellent team of doctors that we have here at CHI. We also celebrated health information professionals week. In fact, one of our patients was so thrilled with the service from our health information professionals that he brought them all flowers as a token of his appreciation. But the recognition didn't stop there. We also celebrated our mental health and social workers for the great work that they do. It takes a team to achieve. According to HE Luccock, "No one can whistle a symphony. It takes a whole orchestra to play it." The music we all create together is beautiful.

Best,



Brodes H. Hartley, Jr.



CHI's Volunteer Program Proves A Valuable Asset



CHI Volunteers Beverly Bain, Tracy Scott and Betty Toomer

When Tracy Scott noticed a woman struggling to walk and carry a large bag, instinct kicked in for him. He thought she looked hungry so he escorted her to the cafeteria at Community Health of South Florida, Inc. and bought her a hot meal.

Scott, a CHI volunteer, does a lot of selfless acts without blinking twice. Romanita Ford, CHI's Director of Community Affairs and Government Relations, said it's simply in his nature.

Scott, embarrassed by the attention he received for his kind act, humbly admits, "That's just what I do. If I see a need, I react to it. I think everyone would do the same."

But Scott's story didn't stop there.

He sat with her while she ate to be sure she was stable, comforting her along the way. He didn't leave her side until he was confident she was nourished and able to walk.

"That's the heart of our volunteers at CHI," said Ford. "They anticipate all the needs of our patients, just like any employee would do. They are extensions of our employees and their caring extends beyond just healthcare, as evidenced by Tracy's actions."

CHI is fortunate to have dedicated volunteers serving in many areas of the organization who are just as committed and caring as Scott. They serve very vital roles of support from health education, human resources, logistics, managed care, pharmacy, communications, health management and other areas.

There are benefits for the volunteers as well. "Here at CHI volunteers and AARP Trainees fine tune their skills and use their knowledge and experience for a cause greater than themselves," said Carol Blackwell-Curry, Volunteer Program Manager at CHI. "They find meaning in the caring and commitment they demonstrate daily serving the community and organization."

But for Scott, it's more than just helping himself. His need to help others makes him happy.

"In order to be an effective leader, you must first be great at serving others," said Scott. "The great spiritual leader and guru, Sai Baba, said it best, 'No joy can equal the joy of serving others.'"

In 2013, CHI's volunteer program boasted 10,549 hours served valued at \$194,102. April 6-13, 2014 is designated National Volunteer Week. So the next time you encounter one of CHI's dedicated volunteers, remember to give them a big thank you for their generosity.

To enquire about becoming a CHI volunteer, contact Carol Blackwell-Curry at (305) 254-2018.

CHI Pharmacy Becoming More High Tech

Convenience and speed are what customers expect in this "gotta have it right now" day and age. Community Health of South Florida, Inc. (CHI) is working to meet those expectations with the installation of a new technology in its pharmacies.

The Rx30 system allows patients to go about their day and know instantly via text messages when their prescriptions are available for pick up. Phone calls or waiting in line are no longer necessary. All you have to do is give the pharmacy staff your cell phone number and ask them to text you when your medicine is ready.

"We are excited to have the new Rx30 Pharmacy System in place. This new software helps us better manage and fill prescriptions in a faster, more efficient manner," said Toni Bowen-McDuffey, Director of Pharmacy.

And now patients can request refills right from the CHI website. Just a click or two at www.chisouthfl.org and your request will be on its way for processing. Another feature provides total automation of the refill process.

All four of the CHI pharmacies are now linked together through the Rx30, so a patient's pharmaceutical history is available from any CHI pharmacy.

Quick, efficient prescription filling and refilling is an essential part of a very busy work environment such as at the CHI pharmacy. This new management system makes that possible.

A Doctor's Day Thank You from CHH Patients



March 30, 2014 was Doctor's Day and many CHI patients gave heart-felt thank you messages to their physicians. Here are some of them:

"Thank you doctors for caring for all of me. I had many problems and the CHI doctors helped with all of them. Today I am healthy and happy thanks to the CHI doctors and staff." -Katherine Louis

"Bless you doctors, for all you do. Keep on doing what you're doing. Don't change a thing!" -Estherlita Mills

"I came to CHI with a nasty attitude toward others. I was mean and a bully. I thought the world revolved around me. I didn't care about anyone else. Dr. Miller and a therapist intervened and changed my life. I'm now considerate and thoughtful. I actually care about others. It's not just all about me anymore. CHI saved me mentally. I'm now a different person. Before CHI I hated myself. Now I like myself. In fact, I can say I love myself! Thank you CHI doctors." -Samantha Robbins

"I wouldn't want to go anywhere else but CHI. The doctors are the BEST!" - Clara Pryce

"Thank you CHI doctors. No others compare!" - Rosemary Smith

"I've been to other centers, but keep coming back to CHI. I don't get the same level of care elsewhere." - Charles Preston

"There's no place like CHI! I see a difference here compared to other places. The doctors and nurses all care. Thank you to all the doctors." - Mary Wilson

"I was clinically depressed. I lashed out at my mom, threw things and broke whatever I could find. I couldn't control my anger. I prayed to die. I want to thank the Behavioral Health doctors and therapists for lifting me up from depression and anger and understanding my thoughts. They truly did save my life. I love my life now. How can you ever repay something like that?" -Ayla Valdez

"What can I say about the doctors at CHI? I can say it in one word: Fantastic! You really are the best!" - Louise Cooper

"The doctors at CHI really do care! I came here at a low point in my life and they turned that all around. Today I am healthy and happy and I owe it all to the doctors. Thank you, doctors. I owe my life and health to you." - Cynthia Cook

For a fun, musical video tribute to the CHI doctors from the staff, check out CHI's YouTube Channel "Doctor's Day 2014."

A Prescription to Laugh

Patient: Doctor, I broke my leg in two places!

Doctor: Well, stop going to those two places!

Humor is infectious. The sound of laughter is far more contagious than any cough, sniffle or sneeze.

Not only does laughter feel good, it triggers healthy physical changes in the body. It strengthens the immune system, boosts energy, diminishes pain and reduces the effects of stress. Best of all, this form of medicine is fun, completely free and can be used at almost any time.

That is why Kerri-Ann Forbes, the Employee Wellness Coordinator at Community Health of South Florida, Inc. regularly sends out email reminders to all staff members to exercise their laughter during the day.

“What feels better than a big ‘ole belly laugh?” asked Forbes. “Why not make it a part of your day? Here at CHI, we should make that a daily practice.”

While the healthy benefits of laughter are well known, they have not enjoyed a welcomed place in business until recently.

The popularity of “laugh clubs” and improvisational humor training for business leaders is a growing trend. There is a new awareness on the part of the corporate world that laughter is more than fun.

More and more companies are incorporating laughter events into their employee Wellness Programs.

Employee retention is a high goal of most corporations, so some businesses are now employing “funsultants” or “funculitators” to help motivate and retain employees by bringing more joy into their work lives. Funsultants might throw parties and coordinate games and giveaways. This results in a healthier workplace and also increased bonding among the team members.

Kerri-Ann Forbes has a laughter ritual of her own she uses at home.

“We keep a mason jar filled with funny memories written on post-its. Daily we read one memory just to share a moment of laughter together. It’s good for the soul. When laughter is shared, it binds people together and increases happiness.”

Laughter and humor have the power to boost productivity and creativity in the workplace and reduce work fatigue and burnout.

“I challenge every CHI department to create their own giggle jar,” said Forbes. “Make it routine to start your day off with belly laughter together. Remember, the group that plays together, stays together.”



Bullying Affects Children's Long-Term Health

Bullying today is more far reaching than in past years. No longer is it limited to school yards and street corners. Offenders today can hide behind the anonymity of the internet. It is called cyberbullying, which can come in the form of texts, emails, social networking sites, videos or fake profiles.

Long term bullying can have a severe impact on a child's overall health. Its negative effects can accumulate and get worse with time.

"The sooner we stop a child from being bullied, the less likely it is to have a lasting damaging effect down the road," said Ilem Morales, LMHC., Coordinator of Contractual Therapeutic Services at CHI. "Having ongoing contact with caregivers is a crucial part of that communication."

According to Morales, victims of childhood bullying often fare poorly in adulthood. She said those bullied as children are more likely to have psychiatric disorders, abuse drugs, struggle to maintain employment and form lasting friendships. Lingering effects are linked to poor mental health, increased symptoms of depression and lower self esteem.

Although cyberbullying is the most prevalent form today, more traditional methods are still very active.

By the tenth grade, research suggests about 30% of all children have experienced some form of bullying. Yet too many adults see bullying as just part of being a kid. It is a serious problem that leads to many negative effects for victims, including suicide.

The statistics on bullying and suicide are alarming. According to the Centers for Disease Control and Prevention (CDC) there are approximately 4,400 bullying related suicides every year among young people, making it the third leading cause of death in that demographic.

"Signs of being bullied include not wanting to go to school, seeming more anxious or sad, withdrawn or depressed," said Morales. "A child can cope by self medicating with legal or illegal substances and exhibiting aggressive behavior toward younger children or even animals. Self-induced mutilation is another warning sign, typically with female adolescents.

Parents should be more aware of warning signs if their child falls into one of the high risk groups for being bullied. These include children who are over-weight or have disabilities, as well as young people who have non-traditional sexual preferences.

Whichever form of bullying a child experiences, early intervention is crucial. This could reverse the downward health spiral that victims of bullying may experience.

There is no such thing as a one-size-fits-all approach when it comes to addressing bullying. But a good first approach is to strengthen communication with your child so that bullying comes up in conversation, especially at younger ages.



CHI's Healthy Start Program Growing in Popularity

At risk pregnant women can find solace with the Healthy Start program offered by Community Health of South Florida, Inc. (CHI). This non-profit statewide program provides mothers, their infants and toddlers up to age three with the resources and support they need to foster healthy pre-natal development and continued healthy growth.

"This free of charge program provides psycho-social, depression, smoking cessation, stress and nutritional counseling" said Michelle Robinson, Manager of the CHI Healthy Start program. "Parenting skills, such as breast feeding, newborn and toddler care are other important components of it."

Robinson is pleased to have witnessed substantial growth in participation from pregnant women and new mothers. "We have increased from one class weekly in 2007 to currently eight classes weekly at two sites," she said. "We now offer classes in three languages: English, Spanish and Creole."

Fathers are welcome to attend Lamaze classes to teach both parents healthy birth practices for a safe labor and delivery. Robinson reports that she has also seen an increase in participation from dads in the past few years.

This program is available to any woman who displays risk factors such as depression, has had a previous miscarriage and African American women who are more prone to anemia. A newborn admitted to the Neonatal Intensive Care Unit (NICU) in a hospital automatically qualifies. Additional inter-conceptional counseling is offered to teach family planning, responsible birth control and all issues related to women's health.

According to data from the Healthy Start Coalition of Miami-Dade, there is a decrease in infant mortality over the past two years due to programs like Healthy Start at CHI.

Yuliana Daviles, Family Support Worker with Healthy Start, said she's noticed participation in childbirth classes has almost tripled in the past two years. The majority of the participants are first time moms.

"Many of them are going to be single moms who will be alone in the child-rearing process," said Daviles. "I am so glad CHI offers these services to single moms who really need our support during this time."

Other services available to these women include: referrals to shelters, domestic violence counseling, day care placement, assistance with paying utility bills, GED enrollment and more.

Referrals to this program are made by OB-GYN doctors from Kendall to Florida City. Contact the Healthy Start program by calling (786) 264-5747.



During a child birth class, Yuliana Davila shows a model of a fetus in the uterus.



West Perrine Gets a Facelift



It is like the scene in *The Wizard of Oz* when Dorothy steps out of the wind-blown house into a new colorful world. That's the sense you get when entering the newly renovated CHI West Perrine.

"We're all very excited about our new look," said Marvine Ortiz, site manager at West Perrine. "It's so beautiful. We now even have a North wing and a South wing. This is such a positive change for all of us and our patients."

The facelift at West Perrine is part of a series of upgrades to CHI health centers. The renovations are designed to improve the patient experience throughout its facilities.

"The (West Perrine) space has been redesigned to meet the needs of new intakes separate from those of established patients," said Raphael Nieves, Director of Logistics at CHI. "An expanded intake area also allows for a more privacy during the intake process, a very important aspect of the patient's CHI experience."

These upgrades will not only make for a more comfortable and attractive environment for CHI patients, but with the addition of six new exam rooms, wait times will be decreased.

Added office space for Behavioral Health, Family Medicine, OB/GYN, Pediatrics and Outreach Workers make work flow easier. A new on-site lab is a great convenience for the patients to go directly from the doctor to the lab.

"The benefits of these additions and upgrades mean more services for the patients," added Nieves. "It's all about providing our patients with the highest level of care. We only want the best for our patients. We have a new home at West Perrine."

Ortiz has her sights set on even more changes.

"My next wish is to get an on-site pharmacy. Do you think we could knock out a wall and make that happen?" she laughs.

To make an appointment at the CHI West Perrine location, call (305) 234-7676.