



Brodes Hartley, Jr.
President &
Chief Executive Officer

Blake Hall
Chief Operating Officer /
Executive Vice President

July 8, 2019



OUTLINE

- History and CHI today
- Mission & Vision
- Motto and Theme
- Sites & locations
- Snapshot, Economic Impact
- Major achievements
- Patient demographics
- Needs assessment
- Organizational structure
- Performance improvement
- Collaborations
- Major Grants
- Board composition

HISTORICAL OVERVIEW

From a humble beginning in two trailers in 1971 near US Hwy 1 and 216th street, CHI began with a commitment to community-oriented primary care for all residents of South Miami Dade. That same commitment is evident today.



CHI TODAY

CHI is one of the largest of nearly 1,400 Federally Qualified Health Centers in the United States, providing comprehensive integrated primary care, behavioral health and HIV/AIDS services.



Mission

To deliver safe, accessible, compassionate and culturally competent quality health care services to the people of South Florida while training the next generation of health care professionals.

Vision

To become the health care provider of choice for the people in South Florida and a teaching center of excellence for health care professionals.



COMMUNITY HEALTH
of SOUTH FLORIDA, INC.

“Patient Care Comes First”

OUR MOTTO



2019 THEME

AAACT

Alignment, Action,
Accountability and
Compliance Today



SERVICE SITES

11 health center campuses, 35 school-based clinics, 1 dental trailer



Doris Ison Health Center



Everglades Health Center



South Miami Health Center



Marathon Health Center



West Kendall Health Center



Martin Luther King, Jr. Clinica Campesina Health Center



Naranja Health Center



South Dade Health Center



West Perrine Health Center



Coconut Grove Health Center



Tavernier Health Center

CHI SNAPSHOT

- EMPLOYEES
 - 700 staff
 - Staff represent over 30 different cultures
- PATIENTS (2018)
 - 83,000 patients
 - 260,000 patient visits
- TOTAL BUDGET
 - \$70 million



ECONOMIC IMPACT

- For each \$1 invested into CHI, there is a \$0.91 additional return on investment.
- Had an overall economic impact of \$121.4 million.
- CHI indirectly supports an additional 430 jobs in other industries.
- Payroll including fringe of \$41million.





ACHIEVEMENTS

- Accredited by the Joint Commission
- Patient-Centered Medical Home by NCQA
- 2nd FQHC in the nation to become a Behavioral Health Medical Home
- 2016 recipient of the Governor's Sterling Award
- 1 of 50 FQHCs invited to participate in National Network for Oral Health Access
- Scored 100% Compliance with latest HRSA OSV (July 2018)
- The only Community Health Center in Florida to operate a HRSA-funded Teaching Health Center

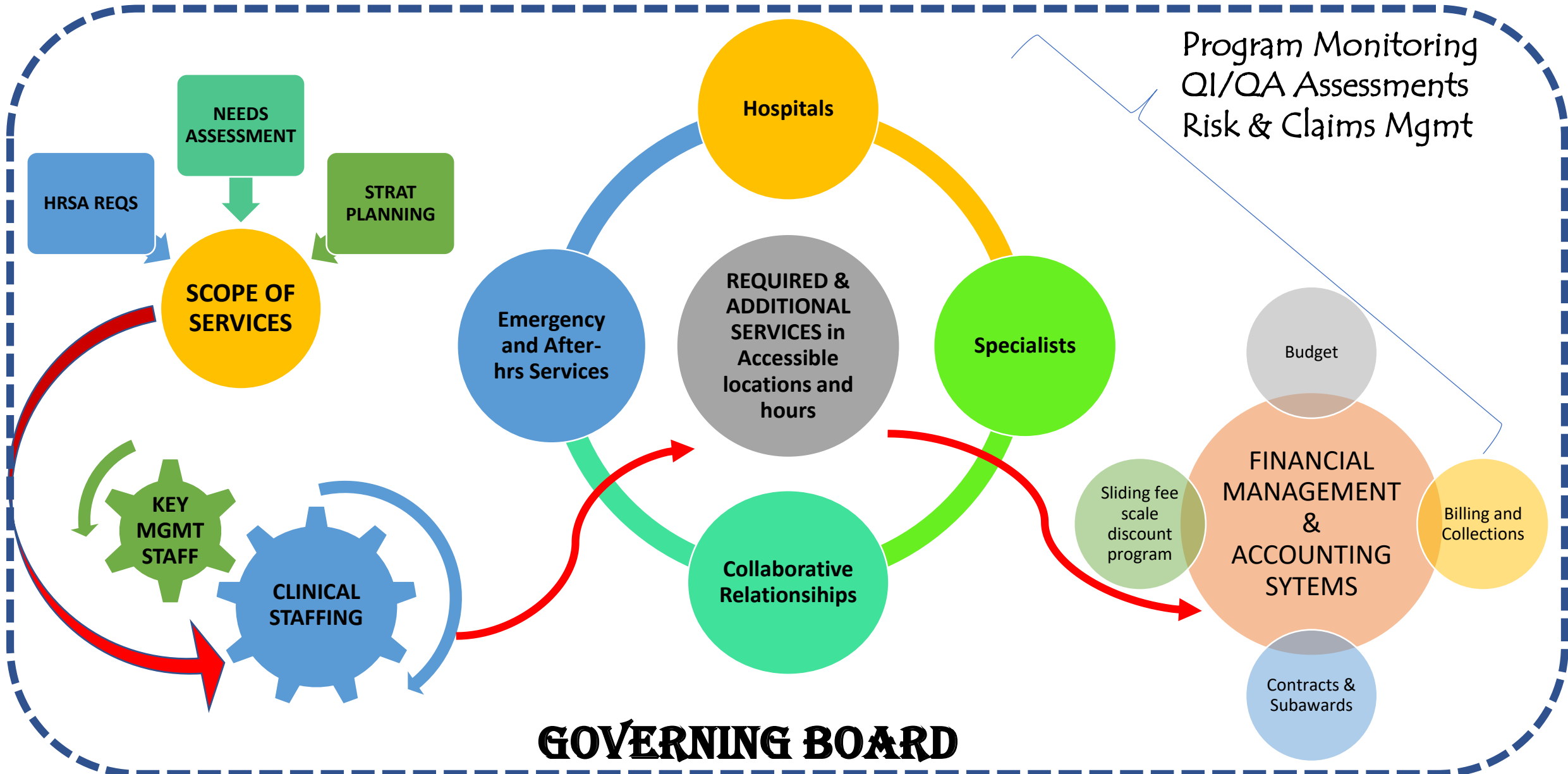


TEACHING HEALTH CENTER

The Brodes H. Hartley, Jr. Teaching Health Center Program at CHI

- CHI applied for and obtained funding in 2014 to commence training of Residents in Family Medicine, Psychiatry and Ob/Gyn
- CHI graduated 13 residents to date
- Currently CHI has 35 Residents

CHI OVERVIEW IN CONTEXT OF HRSA REQUIREMENTS



PATIENT DEMOGRAPHICS

- **Users**

- 83k

- **Visits**

- 260k

- **Gender**

- Female – 57%
 - Male – 43%

- **Age**

- Children – 43%
 - Adults – 57%

- **Ethnicity**

- Hispanic – 59%
 - Black, non-Hispanic – 21%
 - White, non-Hispanic – 11%
 - Other + unreported – 8%

- **Poverty level**

- 40% below 100% of federal poverty level

- **Insurance status**

- Uninsured – 59%
 - Medicaid – 21%
 - Medicare – 4%
 - Private insurance – 17%

- **Homeless**

- 12k

- **MSFW**

- 3,108

- **Veterans**

- 134

NEEDS ASSESSMENT

Every 3 years

- Formal needs assessment is completed with Hanover Research
- Dates of last completed assessments
 - March 2018
 - December 2015
 - June 2012
 - Feb 2009

Every year

- Review of service area based on origin of current patient population
- Verification that service sites include zip codes with >75% of patient residence

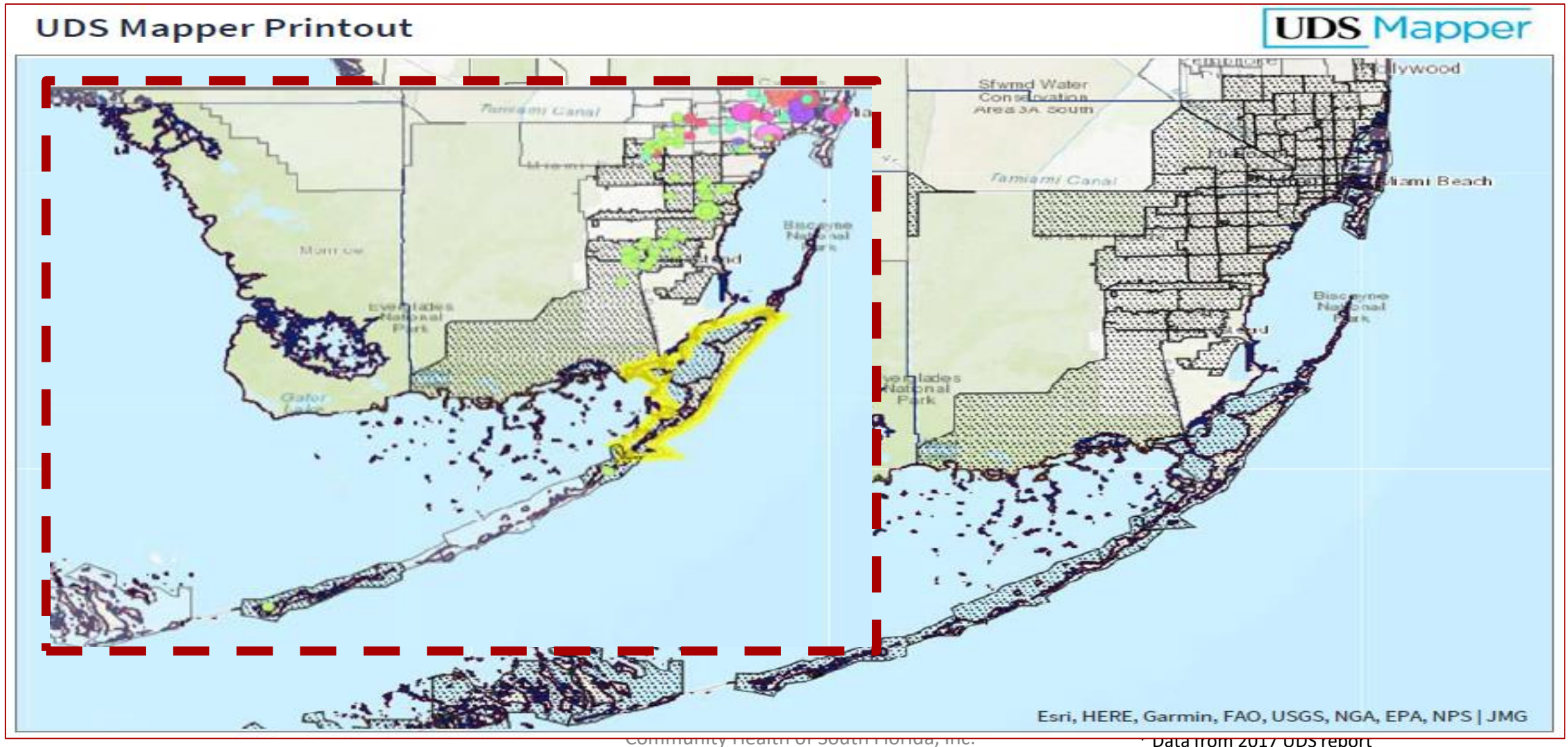
NEEDS ASSESSMENT

CHI Service Area Facts

* data from 2017 UDS report

- ❖ **CHI's patients reside in 96 zip codes** within Miami-Dade and Monroe Counties.
- ❖ **The top 76% of CHI's patients come from 15 zip codes**, all of which are in Miami-Dade County.
 - ❖ 33033, 33030, 33157, 33032, 33034, 33177, 33189, 33193, 33170, 33035, 33186, 33190, 33196, 33175, 33176
- ❖ Of patients living in the Florida Keys (Monroe County is Rural), the top 77% of patients come from 3 zip codes.
 - ❖ 33050, 33037, 33070

NEEDS ASSESSMENT – Patient Map



NEEDS ASSESSMENT

Unique Healthcare Needs

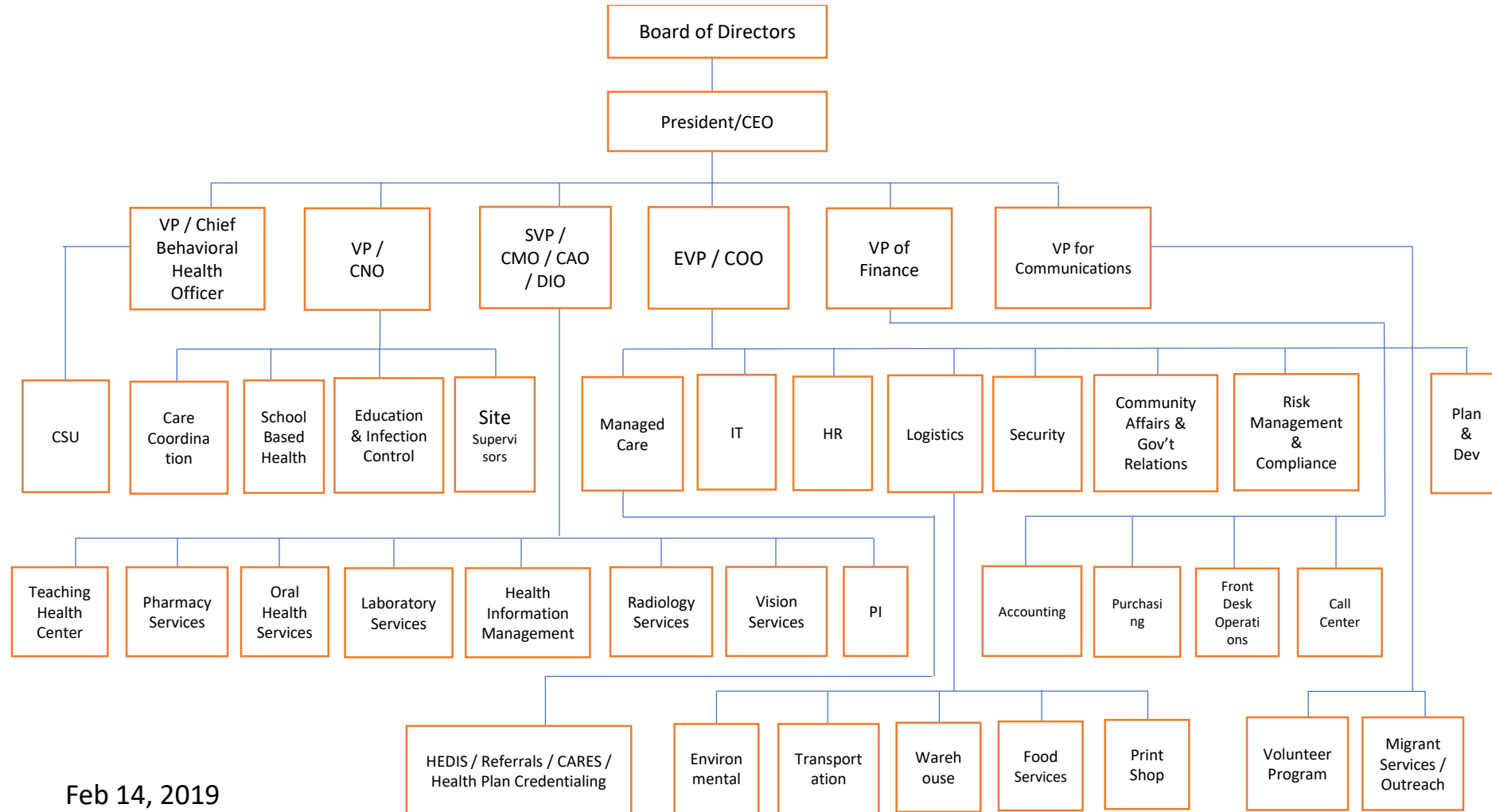
- **Increase in Number of Drug Overdose Deaths** especially in Miami-Dade
- High numbers of patients in Miami-Dade and Monroe Counties that are **better served in a language other than English**
- **Adverse impact of Social Determinants of Health** on Miami-Dade and Monroe County citizens highly related to Transportation, Linguistic and Cultural barriers, Illiteracy, Fear of Officials, numbers of patients that were better served in a language other than English



LOCATIONS & HOURS OF OPERATIONS

| Locations | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Coconut Grove | 8:30AM - 5:00PM | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 12:30PM | Closed |
| Doris Ison | 8:30AM - 5:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | Closed | Closed |
| Doris Ison UCC | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM |
| Doris Ison Crisis | 24 Hours | 24 Hours | 24 Hours | 24 Hours | 24 Hours | 24 Hours | 24 Hours |
| Everglades | Closed | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:00AM - 12:00PM | Closed |
| Marathon | Closed | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 10:00AM - 2:00PM | Closed |
| MLK | 8:30AM - 5:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | Closed | Closed |
| MLK Awis | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | 3:00PM - 10:00PM | Closed | Closed |
| Naranja | Closed | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 12:30PM | Closed |
| South Dade | Closed | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:00AM - 12:00PM | Closed |
| South Miami | 8:30AM - 5:00PM | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 12:30PM | Closed |
| Tavernier | Closed | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 12:30PM | Closed |
| West Kendall | Closed | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 6:00PM | 8:30AM - 12:30PM | Closed |
| West Perrine | 10:30AM - 7:00PM | 8:30AM - 5:00PM | 10:30AM - 7:00PM | 8:30AM - 5:00PM | 8:30AM - 5:00PM | Closed | Closed |

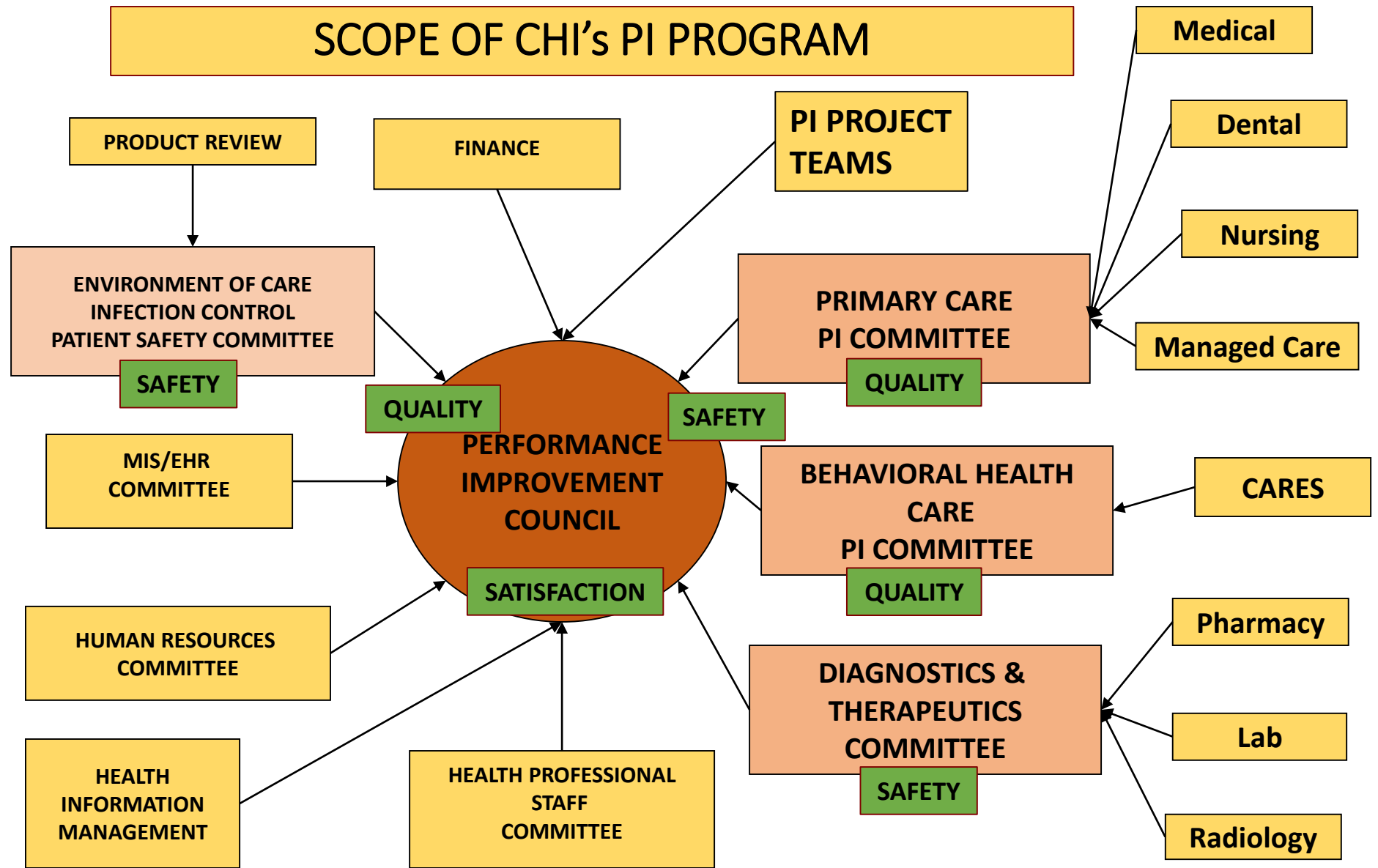
ORGANIZATIONAL STRUCTURE



Feb 14, 2019

Quality Improvement/ Assurance *QI/QA Program Policies*

- Scope includes oversight of
 - Quality of services
 - Patient satisfaction
 - Patient safety





COLLABORATIVE RELATIONSHIPS



Coordination & Integration of Activities

JMH South

- Admissions and Specialists

Lower Keys Medical Center

- Admissions

Thelma Gibson Health Initiative

- Mental health counseling

Miami-Dade Health Care Preparedness Coalition

- Community Emergency Preparedness



Collaboration with Other Primary Care Providers

Broward Community and Family Health Center for CMO Peer Review

Borinquen Health Center

University of Miami AHEC for smoking cessation program



CLINICAL EXPERIENCES and TRAINING

- Advanced Registered Nurse Practitioners
- Dental Residents
- Family Medical Students
- Health Care Admin
- Medical Assistants
- OB/GYN Students
- Pediatric Medical Students
- Pharm D Students
- Pharmacy Technicians
- Phlebotomy/ Lab
- Psychiatry Medical Students
- RN/LPN/BSN Nursing Students
- Social Work/Case Management Students



MAJOR GRANTS

| Funder | Amount |
|--|---------------|
| Consolidated Health Center (330) BPHC | 13,937,423.00 |
| Public Health Trust of Miami Dade County | 6,924,000.00 |
| Low Income Pool (State of Florida) | 4,594,234.00 |
| Teaching Health Center (Affordable Care Act) | 4,500,000.00 |
| The Children's Trust (HCIOS, Service Partnership, Insurance Enrollment, Healthy Steps) | 4,440,067.36 |
| South Florida Behavioral Health Network | 3,220,808.00 |



BOARD COMPOSITION

- 18 approved Board Members
- Ethnicity
 - Board: 56% Hispanic; 33% Black; 6% White; 6% Other
 - Similar to CHI patient demographics
 - **59% Hispanic; 21% Black; 11% White; 8% Other**
- Profile
 - 61% of Board Members are patient users
 - Migrant and Homeless community representation
 - Only one member, currently, derives income from the health care industry.



Expansion Into the Florida Keys

- **CHI was invited by Fisherman's Hospital to provide health care services to the community.**
- **In May of 2007, CHI opened for services in Marathon, Florida.**
- **Fisherman's Hospital provided the current space at a lease rate of \$1 a year and CHI covered operations.**
- **The shared vision was for CHI to open a site in Key West and Key Largo.**
- **Through a New Access Point grant funded by the Health Resources, CHI opened the Tavernier Health Center in April 2012.**



THANK YOU

QUESTIONS AND ANSWERS



www.chisouthfl.org