



A Message from Our CEO

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Hello All:

1) Just a quick update on the physical state of the agency.

- The hiring of Dr. Murphy and his team is made possible by the first round of stimulus dollars – Increased Demand for Services (IDS). Welcome aboard!
- The Parkway remodeling for social services, behavioral health and PT/OT, along with new air conditioning units, roof and parking lot repairs is funded with the second round of stimulus dollars the Capital Improvements Program (CIP). Thank you federal government!
- The Chavez remodeling is funded with a variety of gifts and grants from Senator Kohl and Representative Moore earmarks (those bad earmarks!), Northwestern Mutual and Greater Milwaukee Foundation. Our tremendous thanks to all these folks!

Now, if and when you are inconvenienced by parking, construction noise or debris, try to keep things in perspective. Remember that at a time when many people are coming to us for care for the first time because they've lost their job and/or their health insurance, we are in the position of being able to grow and expand. When all the construction is done, the new layout at Chavez, expanded services and continued provision of quality health care means we can keep on pursuing our mission to provide care to those who need it, regardless of their ability to pay.

2) And a second quick note on our moral compass and mission.

On June 20th our Board of Directors held a retreat and strategic planning session. The Board made it clear that they believe that Sixteenth Street has a unique ability to provide health care and other services to a diverse and sometimes even difficult to serve population. Their direction is for us to grow our services (and the infrastructure needed to expand) to be able to care for as many people as possible. They also strongly endorsed the Joint Commission over-riding principle that everyone who works at Sixteenth Street is an important 'part' of the 'whole' that provides quality care for patients.

A committee of the Board is working on revising our current Vision statement to include service to more people, and they are creating a Core Values statement to be added to the Mission and Vision. Core Values will include human dignity, respect, inclusiveness, flexibility, appreciation and respect for the beauty of/and differences in cultures, stewardship and the human right to health care.

The Board approved an updated Mission statement which reads as follows:

To Improve the Health and Well-being of Milwaukee and Surrounding Communities by Providing Quality, Patient-centered, Family-based Health Care, Health Education and Social Services, Free from Linguistic, Cultural and Economic Barriers.

Thanks everyone.

John Bartkowski, DrPH
President and Chief Executive Officer





Building a House of Wellness



I want to be transparent here. It's hard to write an article on wellness. I'm a tiny ant in a big blue planet. I don't have the answers, just a few experiences here and the hope

to share ideas with those around me without seeming like a total fool.

I have my bad habits, occasional procrastination, moments of daydream along with the times of intense vigor, tenacity, focus and accomplishment. I've set wellness goals and missed fulfilling them. Someday I want to run a marathon and right now I can barely make it around the block! Baby steps, nurturing self-confidence and confidence in our colleagues, humbly admiring the greatness of living, these are our roots to growing a giant, hearty tree.

We all have an innovative, creative, try-something-new side to our being as well as our stubborn side. Sometimes, we repeat what's comfortable to avoid taking risks, even if

the risk may yield a long-term reward beyond the previous comforts. As Garth said in Wayne's World, "We fear change." Maybe the fear can be replaced with excitement, a positive energy for facing what we need to change.

As we confront the reality of our contemporary world, where fast food is winning over fresh, healthy foods, diabetes and obesity are on the rise and numerous other obstacles to community wellness we have to look at the balancing act of wellness as a risk worth taking. We want to be there to see this world through the healthiest of eyes, with the clarity of infinite vision. I want to someday see a grandchild living in a safer, healthier world. Since we are borrowing the world today from our grandchildren of the future, why not take care of ourselves and our environment as best we can?

We are modestly building a house of wellness, sometimes the nails get hammered down smoothly, other times we smash our fingers or get a splinter. As we inhabit a

shared workplace of wellness, we can build bridges between buildings, across departments and amongst each other as co-workers.



In the Wellness Committee, we hope to open up opportunities for the employee base and make our collective voice heard to better serve our

health and the health of the community. Starting a pilot program of the Health Risk Assessment (HRA) is one building block towards employee wellness. With feedback from the pilot program, we hope to create an HRA that inspires your ability to grow strong, happy and healthy mentally and physically. We know we can't create utopia but as Thomas Edison once said, "there's a way to do it better- find it."

- by **Evan McDoniels**
(Wellness Team)

Many Great Ways to Save with UnitedHealthcare

UnitedHealthcare offers tools and information that are both practical and personalized so you can get the most out of your benefits.

Members can register and myuhc.com to find out all the ways to maximize benefits while minimizing costs.

- 1. Know what your health benefits cover.** Check benefits, deductibles and out-of-pocket costs online; confirm what's covered and what's not covered.
- 2. Organize your medical claims online.** View processed claim information, remaining balances for deductibles and out-of-pocket expenses. Download claims to spreadsheet, set-up direct deposits and more. Simplify your life with the convenience of electronic documents online.
- 3. Get cost and quality information about hospitals and physicians.** Find information on network doctors and health care professionals. You can even review hospital specialties and cost and quality information on hospitals in your area using the Hospital Comparison Program.
- 4. Save money when you order and renew prescriptions online.** Order prescriptions online, price a medication, and find out whether there is a lower cost option. Learn more about prescription drug lists and medications, including interactions and side effects. Locate neighborhood pharmacy or even arrange home delivery of your order.
- 5. Save hundreds of dollars – and maybe more.** Track expenses, balances, rollover and deposit histories to plan future expenses and use the information to make important decisions about health care with a Flexible Spending Account, Health Reimbursement Account or Health Savings Account.
- 6. Compare costs for different health plans and treatments.** The Plan Cost Estimator and Treatment Cost Estimator provides you with information to help you become more knowledgeable when making health plan and treatment decisions.
- 7. Get information from a health care professional.** Communicate one-on-one online with a nurse who can help answer your questions. Use the symptom checker to learn what's going on in your body.
- 8. Improve health habits.** Participate in free online health coaching programs that help you set goals to achieve health objectives. Find out the best way to improve your health by taking the online Health Assessment.
- 9. Organize and store all of your health data in one convenient, confidential place.** Record your family health history. Review lab results, medical and pharmacy claims information. Track your progress with important Health Trackers such as blood pressure, cholesterol, and weight. Create reports, print or download a historical claims summary.
- 10. Learn about health conditions, symptoms and the latest treatment options.** Look up diseases and conditions from a comprehensive list and get medical information from reliable resources. Use a variety of tools and resources to help you make more informed choices, and improve your total health and well-being.

It's easy to register:

1. Visit myuhc.com and click "Register Now"
2. Enter requested information
3. Begin using the site or Take a tour of myuhc.com



Not the Same Old WIC



After 30 years, WIC is changing—big time. **Why?** To get in step with both the *USDA Dietary Guidelines* and the *American Academy*

of Pediatrics Infant Feeding Practice Guidelines.

How? By changing the **quantity** and **variety** of the foods provided. (The dollar value of the monthly WIC benefit will be about the same.)

What? WIC is changing:

- The amounts and types of foods
- The way WIC supports Breastfeeding moms and babies
- The rules regarding formula—especially prescription formulas and Pediasure.

When? WIC checks printed after August 1, 2009 will have the new food package.

A More Balanced Food Package

To accommodate the new foods and to comply with the *Dietary Guidelines*, the amounts of the WIC foods currently provided will change. There will be a lot of new foods allowed on WIC for the first time ever.

1. All women and children will get checks to purchase **their choice** of fruits and/or vegetables **every** month! This is **in addition** to the

Farmers' Market checks families get once per summer.

2. Women and children will receive whole grains (100% whole wheat bread, Brown Rice and/or Corn Tortillas) every month! Participants will have the option of canned beans in place of dried beans or peanut butter.

3. One year old children will receive whole milk. Older children and women will receive 1% or skim milk.

4. The amount of formula that formula fed babies will receive will vary based on age.

5. Infants will get Gerber baby fruit and vegetables and infant cereal when they are six months old.

Increased Focus on Breastfeeding

Women will be encouraged to fully breastfeed—particularly in the baby's first month, so the mother can establish a good milk supply. Under limited circumstances, breastfed babies will be able to receive one can (and no more than one can) during the baby's first month of age. Once the baby is over a month old, WIC will be able to provide more formula, if needed.

Mothers who do not receive formula from WIC will receive substantially more food for herself

and her baby than those who receive the formula. Fully breastfed babies will get **three times more** baby food than babies who receive any formula from WIC. Fully breastfeeding mothers get **more** milk, **more** eggs and more fruit/vegetables. In addition, fully breastfeeding mothers are the only participants who can get tuna, salmon and cheese.

About Prescription Formulas and Pediasure

The WIC Formula Documentation form has been changed. Symptoms, such as inadequate weight gain, colic, constipation, etc are removed from the form and will no longer be accepted for WIC special formula provision. Good News: Children on special formulas will **now** be able to get all of the WIC foods, if designated on the formula prescription form. (In the past, they only received the special formula, plus cereal and juice.)

WIC Food Package Implementation.

Creating the new food packages, informing clients about the changes, and instructing clients on to use their new checks will inevitably add extra time to the WIC visits in August, September and October. Your patience will be appreciated.

- by Diane Dankert
(WIC Dept.)

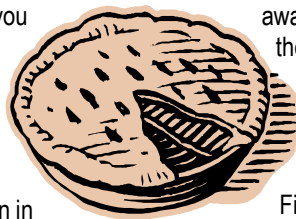
Safety: Easy as PIE

There is nothing "easy" about safety but there is a formula that, when coupled with good old-fashioned hard work, will bring about success. This formula for success—in many areas of life—is based on the acronym PIE which stands for **P**assion, **I**mpact, and **E**ngagement. It has a strong application in managing safety.

Passion stirs an excitement inside you and gets you up in the morning. It drives you to push harder and to get better.

Impact asks one simple question: Are you making a difference? Are you leaving something better than you found it?

Engagement focuses on your level of participation in life and how well you build strong relationships with and involve others. So how does this apply to safety? At the personal level, every person needs to find his or her own passion for safety—their individual reason or "why" for being safe. The principle of safety can be understood by everyone, but the practice of safety comes only when that personal "why" or passion is strong enough to bring safety into an everyday consciousness. In this way it can change behaviors and produce safe work practices. For many, staying safe so they can go home to their families, is reason enough. At the leadership level, leaders who claim people to be their greatest assets must recognize they need to have a passion for keeping people and their work environments safe. With a



strong enough passion, even production demands won't overrule the principle and practice of safety in the work environment!

Impact looks at how we make a difference when it comes to safety. At the personal level, are your work areas and the people you work with safer because of things you do? Do you find and fix safety issues right away or do you turn a blind eye to things you know are not right? At the leadership level, "impact" applies to all areas of responsibility.

Impact can be measured by how safe areas and people are because of the activities the leader is doing or directing. The amount of passion a leader or an organization has for safety drives the impact of safety in the work areas.

Finally, engagement is measured on two levels: how personally involved with safety are individuals and how much do individuals involve others in safety-related activities? At the personal level, are you "in the game" when it comes to safety? Do you know what is happening in your areas and do you know the hazards? Are you doing something about those issues? Are you engaged in solutions? At the leadership level, engagement is the realization that leaders don't have all the answers and cannot do it all themselves. Leaders need to get other people actively engaged in safety-related activities. Are you listening to people in the front lines who are doing the work and facing safety issues every day? Are you engaging them when you seek solutions to issues?

-by Paul J. Lawonn



Announcements

Congratulations

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

5 years

Lisbeth Alverio	04/01
Carol Gleason	05/03
Andrea Fuentes	04/19
Celia Rodriguez	04/19
Nydia Velazquez	05/17

10 years

Angel Basabe	06/01
Margie Galicia	04/19

Welcome to our new employees:

- John Bargo—Security Manager
- Anthony Cobb—Security Officer
- Janet Curiel—Medical Assistant
- Susana Gomez-Salgado—Medical Assistant
- Jose Guzman—Medical Assistant
- Dr. Steven Murphy—Family Practice Physician
- Isabel Valdez—Social Services Specialist



IN THE SPOTLIGHT!

Annie Janish

She will be conducting a presentation for veterinarians and has prepared an extensive bibliography on the intersection of animal welfare and domestic violence. This is a compelling example of the dynamic nature of the profession of Social Work and a testament to the gifts Social Workers bring to our health center and the community.

The 2008-09 AmeriCorps Members!

The Community HealthCorps members will complete their year of service on July 31, 2009. Plans for the future include dedicating a second year of service to SSCHC, enrolling in medical school, and continuing educational/career pursuits. Stay tuned for an announcement of their upcoming graduation celebration.



THANK YOU Kristin, Molly, Krystal, Brittany, and Celeste for an outstanding year of "getting things done" for the SSCHC

Mark your calendars—



Employee Annual Event
August 1, 2009 7pm to Midnight

Perfect Attendance in the 2nd quarter of 2009 are:

Joelisa Castillo, Roberto Rodriguez, Dennis Schrank, Choua Thor

Honorable Mention for not using any sick time during the 2nd quarter of 2009 are:

Jose Castro, Wanda Soto, Olivia Wyne

The following employees have added new members to their family:



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

Rose Alarcon, Yomary Ayala, Ruth Camacho, Serina Chavez, Alexander Choi, Sherry Greene, Marilyn Hernandez, Patrick McGrath, Mario Munoz, Crystal Ocampo, Manuel Ramirez, Hector Rodriguez, Amie Rosado