Charles B. Wang Community Health Center
王嘉廉社區醫療中心

Organizational Overview and Access to Health Care

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Asian American Health Conference

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Charles B. Wang Community Health Center

-Formerly known as the Chinatown Health Clinic (CHC)

A non-profit, federally funded community health center serving the Asian American community in the New York Metropolitan area.

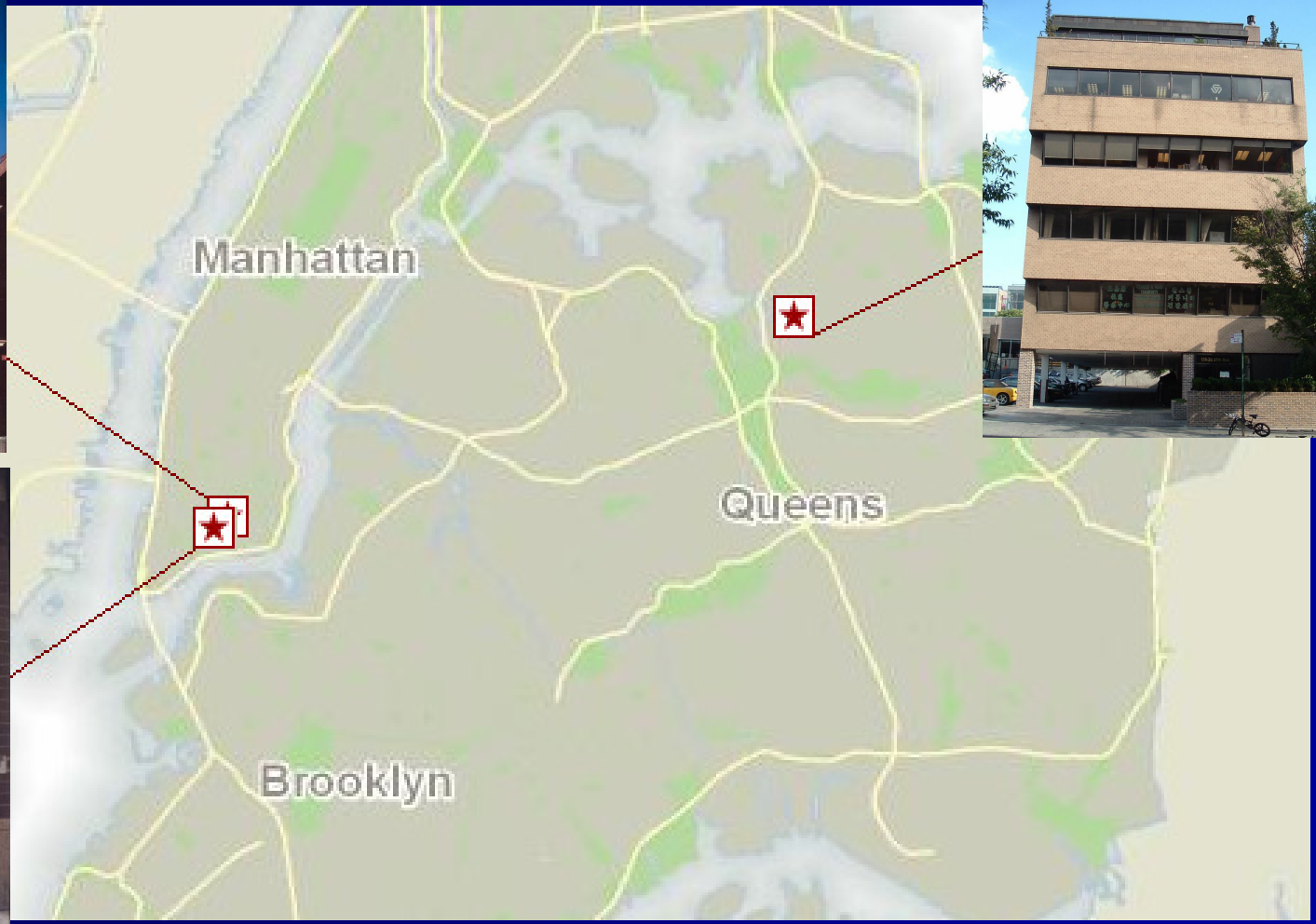
Founding

Milestones

- 1977 – CHC awarded an Urban Health Initiative grant by HEW (HHS) to provide primary care services.
- 1979 –CHC recognized as FQHC. Moved to 89 Baxter Street.
- 1994 – CHC moves into 125 Walker Street, NY, NY.
- 1997 – CHC establishes Flushing Site in Queens, NY.
- 2002 – CHC has grand opening of 268 Canal Street, NY, NY.

Today

華埠健康診所 CHINATOWN HEALTH CLINIC
華策會松柏托兒中心 CPC


Manhattan
Queens
Brooklyn

Asian Americans in NY State

- Uninsured in New York State:
  - 23.3% Asian
  - 13.1% White
  - 20.7% Black
  - 30.8% Hispanic

US Census Bureau, 2005-2007 Current Population Survey

Asian Americans in NYC

- As of 2007, there were an estimated 973,407 Asian Americans, or 11% of the population in New York City. Chinese Americans comprise the largest subgroup, followed by Asian Indians and Koreans.

- The 2007 census data show that more Asian Americans, in comparison to the general New York City population, are

  - foreign born (63.3%)
  - have lower per capita income ($22,347)
  - have higher rates of senior poverty (25.9%)
  - have less than high school education (24.6%)
  - are limited English proficient (63.3%)

US Census Bureau, 2007 American Community Survey

Vision and Mission

Vision:
To be a Center of Excellence for Asian American health, dedicated to eliminating health disparities.

Mission:
To provide quality, culturally competent, and affordable health care and education, and to advocate on behalf of the health and social needs of underserved Asian Americans.

Goals

SERVICE

- Provide our patients with compassionate, professional health care.

ADVOCACY

- Advocate on behalf of the Asian American Community, who, due to cultural, linguistic, educational, or financial barriers, lack access to basic health care services and health education.
- Reach out and interact with the community and its leaders to understand and respond to community needs.
- Raise national awareness of Asian American health and social needs.
- Serve as a model for other community health centers.

Goals

EDUCATION AND TRAINING

- Disseminate up-to-date health information to the community.
- Promote the practice of preventive medicine and good health habits.
- Provide students and health care professionals with experience and understanding in meeting the special needs of our population.
- Motivate Asian Americans to pursue health careers and become involved in the community.

RESEARCH

- Participate in community-based research that benefits the Asian American community.
- Collect data to identify needs of our patients and community.

Patient Services

During the past five years, the patient population at the Health Center has grown steadily.

2008	
Number of Users	36,000
Medical & Dental Visits	181,000

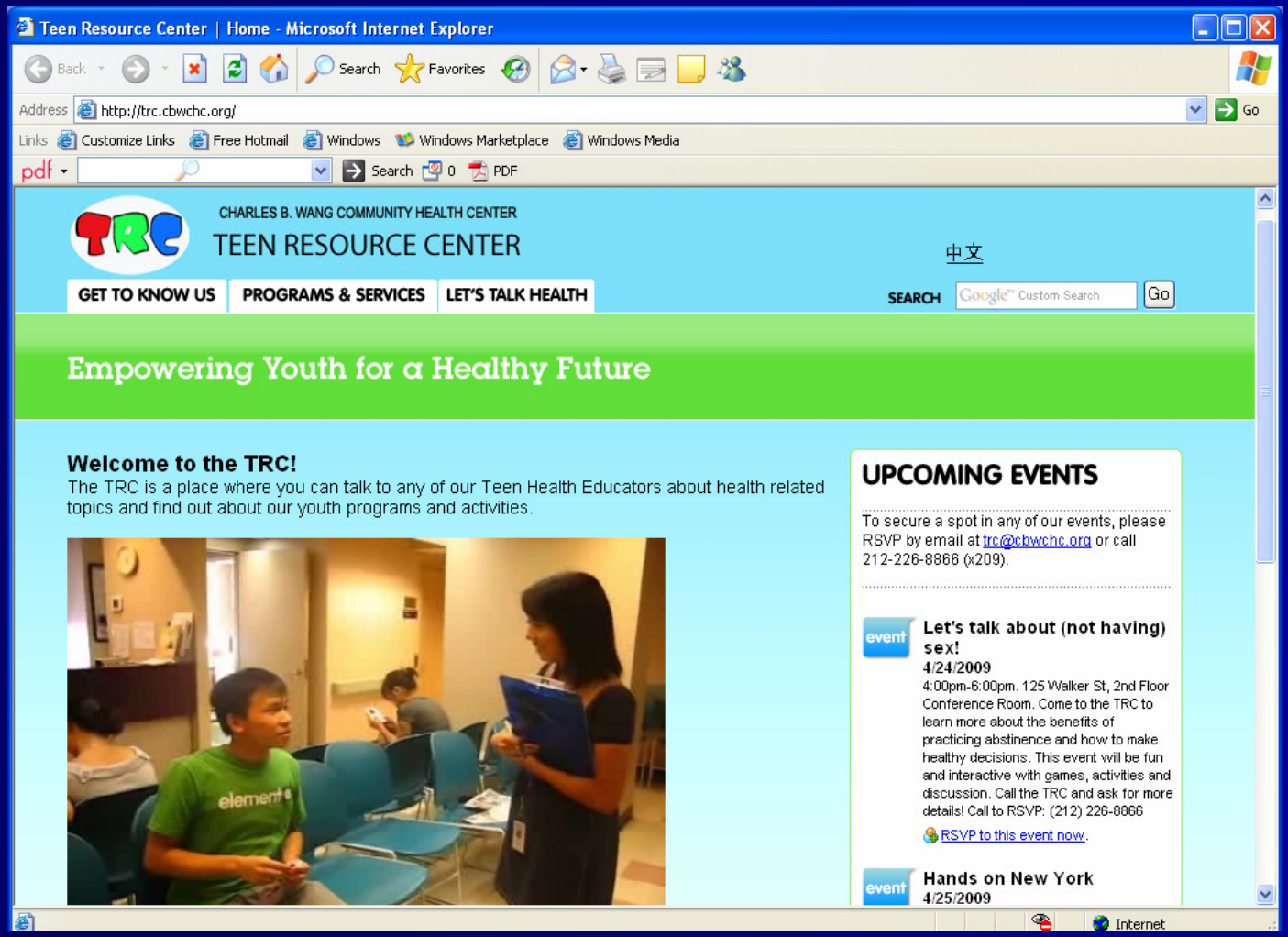
Primary Care Services

- Dental Care
- Internal Medicine
- Mental Health
- Pediatrics
- Women's Health (OB/GYN)

Health-Related Services

- Social Services
- Health Education
- Teen Resource Center (TRC)
- Women, Infants & Children (WIC)
- Insurance Application

Teen Resource Center (TRC)



Health Education Department

Vision:

All Asian Americans should have access to quality health care information, as well as the ability to apply that information to improve health outcomes.

Mission:

To improve the health literacy of Asian Americans through health education, health advocacy, and disease prevention.

Health Education Core Functions

- Outreach & Health Education
- Community & Health Advocacy
- Develop Bilingual Health Education Resource Materials
- Media & Marketing

Grant-funded Programs

- Interdepartmental:
  - Red Cross Program - Health Ed, IM, Peds, MH, SW
  - Title X Family Planning & HIV - WH, Peds
- Unit-based:
  - Breast Cancer - WH
  - Diabetes - IM
- Coalition-based:
  - Hepatitis B (City Council)
  - Healthy Heart
- Donor-funded
- Training Grants

Benefits of Programs/Grants

- Able to pilot new ideas / interventions
- Provide free services for uninsured
- Increase clinical & educational services
- Complementary/supplemental activities to clinical care (support groups, etc)
- Help promote agency/unit mission

Electronic Health Records

The Health Center implemented:

- Electronic Health Record in 2005
- Electronic Dental Record in 2008

Multidisciplinary Team Approach

- Patient Service Representatives: scheduling, registration, insurance confirmation, payments, etc.
- Nursing (RNs, LPNs, Senior MAs, MAs): vaccinations, education, blood draws, EKG, vital signs, social history intake, risk assessment, etc.
- Family Health Worker: referral arrangements and appointments, insurance authorizations, facilitate abnormal reports to attention of provider

Multidisciplinary Team Approach

- Social Worker: benefits assistance, psychosocial assessment, counseling, link to resources, help pts solve non-medical problems
- Care Manager: run reports for QA purposes, follow-up with patients and families to complete treatment plan
- Health Educator: patient education, support groups, focus groups, outreach/health events

Accessible

- Open 7 days a week
- Same day appointments for urgent care
- Physicians on-call during non-work hours to provide medical advice over the phone
- Reduced fees based on income
- Languages spoken include Chinese (Cantonese, Mandarin, Shanghainese, Fukinese), Korean, Spanish and English.

Comprehensive

- We provide primary care services
- Our doctors and staff help patients find the right specialist
- Our social workers help with non-medical needs
- Our health educators help patients learn about healthy living

Compassionate

- We care about our patients!
- We work with patients to determine the best treatment plan for them.
- We take responsibility for making sure that our patients' medical & non-medical needs are met.

High Quality

- Our doctors, nurses, social workers and health educators work together closely to provide high quality, comprehensive care.

- All of our doctors and nurses are professionally trained and licensed by the State of New York.

Thank you!

Amy Shek, MS
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