

CHARLES B. WANG
COMMUNITY HEALTH CENTER



Annual Report **2013**

2013 Annual Report Charles B. Wang Community Health Center

Dear Friends:

New York City is now home to more than 1.35 million Asian Americans, making our community the fastest growing race and ethnic group in the city. With an uninsured rate of nearly 20%, Asian New Yorkers face challenges in accessing affordable, high quality, and linguistically and culturally competent health services.

The Health Center's mission is to serve everyone in the community regardless of their ability to pay, with a focus on the needs of Asian Americans. In 2013, our bilingual and bicultural health care team served more than 47,000 patients with 258,000 service visits. Nearly 90% of our patients are considered best served in a language other than English. We are very proud that our quality-of-care outcome consistently exceeds the industry average. Our performance for many clinical indicators is even better than the national goals established by Healthy People 2020!

In 2013, we partnered with our elected officials, managed care plans, business associations, churches, community based organizations and the media to help uninsured community members sign up for health insurance through the Affordable Care Act (ACA). Thanks to our hard-working ACA team, we signed up 6,290 individuals for health insurance during the open enrollment period from October 1, 2013 to March 24, 2014.

We are pleased to launch the Charles B. Wang Community Health Center Alumni Association so our alumni can continue to work together to support our mission. We hope that by connecting our board members, interns, volunteers and staff, we can harness their collective energy and commitment to ensure access to high quality care for all, support healthy communities, and eliminate health disparities.

The Health Center would not be successful today without the support of our dedicated board members, staff, volunteers, donors and partners. Thank you for all you have done.

Sincerely yours,



Ken Chin, Esq.
Board Chair



Jane T. Eng, Esq.
Chief Executive Officer



的醫療之家
我們關心您

We Are You
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WE ARE YOUR MEDICAL HOME

Established in 1971, the Charles B. Wang Community Health Center is recognized by the National Committee for Quality Assurance as a Level III Patient Centered Medical Home. The medical home is a way to improve health care in the United States by transforming how primary care is delivered and organized. In a medical home, a physician-led care team provides comprehensive and continuous medical care to help patients maximize their health outcomes.

The Health Center's medical home practice emphasizes:

COMPREHENSIVE CARE

A primary care medical home is responsible for meeting each patient's physical and mental health needs, including prevention and wellness, chronic care and acute care. Our care team includes physicians, advance practice nurses, registered nurses, mental health specialists, medical assistants, social workers, nutritionists, health educators, and care managers.

PATIENT-CENTERED

Our care is oriented towards the whole person. Our practice teams take great care to understand and respect each patient's unique needs, culture, values, and preferences. Through one-on-one counseling and group education, we actively support patients in learning how to manage their own care at the level that they prefer.

COORDINATED CARE

Patients with complex needs frequently require medical and support services from a wide variety of providers. Our care team takes responsibility for coordinating care across all the elements of the broader health care system, including specialty care, hospital, home care, and community services.

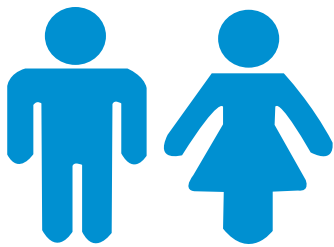
ACCESSIBLE SERVICES

Our care team includes staff who can speak multiple Chinese dialects, Korean, Vietnamese and Spanish. Translation is available for patients who speak other languages. We offer services 7 days each week at four convenient locations in Chinatown, Manhattan and in Flushing, Queens. Urgent care and walk-in appointments are accepted. Patients can communicate directly with their care team through our English and Chinese language patient portals.

QUALITY AND SAFETY

We demonstrate our commitment to quality and safety by using evidence-based medicine and clinical decision-support tools to guide shared decision making with patients and families, engaging in performance measurement and improvement, responding to patient experiences and patient satisfaction, and practicing population health management. We currently track and report on our performance for 15 clinical outcome indicators.

OUR MEDICAL HOME SERVICES



Internal Medicine 2013

The Internal Medicine Department offers comprehensive primary care to adults of all ages, with emphasis on diagnosis and treatment of certain health conditions prevalent among Asian Americans, such as hepatitis B, diabetes, high blood pressure, and depression.

In 2013, We Cared For...

2,291

Patients with
Diabetes

2,805

Patients with
Hep B

5,539

Patients with
hypertension

We Tested...

👉 9,002 patients for HIV

👉 8,443 patients for Hepatitis B

👉 2,296 patients for Hepatitis C

Earned quality incentive payments from Healthfirst and Fidelis health plans for clinical performance

As Well As...



Assessed 29,335 patients aged 28+ for smoking

Provided smoking cessation counseling and medication for 2,891 smokers



“Dr. Timothy Yeung was amazing! He was incredibly thorough. Thank you for being a great doctor and making me feel better.”



“I really appreciate the staff from Charles B. Wang Community Health Center, especially the nurses, doctors and patient service staff. I had a prompt recovery due to their compassionate care. They call me to remind me about appointments. They get my records from the hospital so they can take better care of me. They also carefully explain how I should take better care of myself.”



Women's Health 2013

The Women's Health Department offers comprehensive GYN services, family planning, pre-natal care and delivery, post-partum care, HIV and STD testing, cancer screening, and breastfeeding education.

We Provided...

-  Prenatal care for 1,924 women
-  Family planning services for 4,668 patients
-  As well as delivered 695 babies

We Screened...

-  15,219 patients aged 24 to 64 for cervical cancer
-  6,296 patients aged 51 to 74 for colorectal cancer






Pediatrics 2013

The Pediatrics Department offers comprehensive care for children from newborn to age 21, including developmental surveillance, immunizations, and conditions of childhood such as asthma, ADHD and other special needs.

Our Services...

-  Cared for 16,658 children from newborn to 21 years old
-  Health supervision for 9,365 children ages 0 to 11
-  Weight assessment and counseling for 9,037 children

We Also...

-  Engaged 42 teens in Teen Advisory Committee to ensure programs are responsive to adolescent needs
-  Conducted 290 one-on-one counseling sessions on adolescent health and at risk behaviors
-  Conducted school-based health education workshops for 205 middle and highschool students





Dental Health 2013

The Dental Department offers comprehensive general, restorative and cosmetic dental services to meet the needs of the whole family. Our goal is to help patients achieve and maintain good dental health.



Treated 393 patients for dental emergencies



Conducted oral exams for 5,446 patients



Provided dental prophylaxis for 4,789 patients



Completed fluoride treatment for 1,998 patients

“I feel well-cared for at the Charles B. Wang Community Health Center. The staff are kind and attentive to my needs. Everyone is always friendly and helpful. “



Mental Health 2013

Our mental health Bridge program is recognized as a national model for integrating primary care with mental health services. Our bilingual and bicultural mental health professionals work with the primary care team to provide assessment, medication, individual and/or group counseling to adults and children. Our goal is to help patients effectively manage their depression, anxiety, mood disorders or other psychiatric illnesses, and live full and satisfying lives within the community.

Our Services...

 Diagnosed 1,119 patients with depression and other mood disorders

 Provided 17,209 mental health service visits



“Thanks to social worker Mr. Chen’s compassionate treatment and detailed explanation on Medicare. He helped me a great deal. Now I understand better about my Medicare. I am very happy to have his help.”

Health Education 2013

The Health Education Department provides health resource to help patients and community members adopt healthy lifestyles to prevent diseases and improve their health. We offer English/Chinese health materials, workshops, one-on-one counseling sessions, newsletters radio programs, and newspaper articles to promote awareness of disease prevention and healthy behaviors.

Types of Outreach Activity

Workshops



3,367
People reached
181
Workshops

Health Fairs



8,837
People reached
31
Health fairs & outreach events

One-on-one Education in Waiting Rooms



810
Patients reached

33 Health education materials created

551 English / Chinese translations

27,436 Health materials distributed

11,190 People received E-blasts

6,373 People received monthly E-Newsletters

Radio Programs



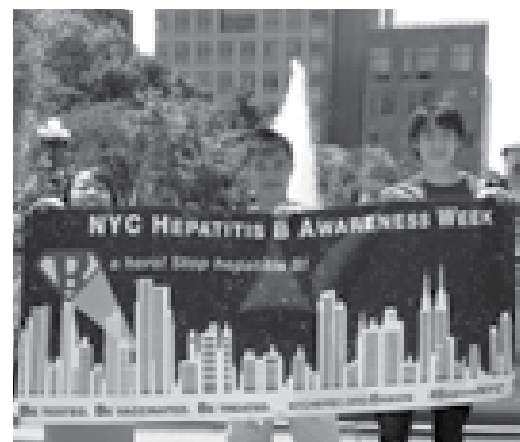
59
Live programs

Press Articles and Press Releases



378
Press articles and press releases

Other Outreach



3,767
People attended
76
Public health events



Research and Evaluation:

The Research and Evaluation Department supports the Health Center's quality improvement efforts aimed at delivering high-quality and patient-centered clinical care and support services. Through research, evaluation, and dissemination of findings, the Health Center contributes to better health in the community by strengthening the delivery of primary care and addressing health equities.

- ◆ Presented 7 research/practice posters at local and national conferences
- ◆ Served as a guest editor for a special issue on Asian Americans, Native Hawaiians, & Pacific Islanders and health services provided through federally qualified health centers with UCLA AAPI Nexus Journal: Policy, Practice and Community
- ◆ Participated in the development of a national data warehouse of community health center patient registry

Affordable Care Act Health Insurance Outreach and Enrollment

In September 2013, the Health Center launched its outreach and enrollment campaign to help patients and community members sign up for health insurance through the New York State of Health (NYSOH), the official marketplace established by the federal Affordable Care Act, also known as Obamacare. Under the direction of the Health Center's Chief Operating Officer, the ACA team with nine enrollers partnered with community groups, churches, libraries, civic associations, business groups, and local, state and federal officials to promote awareness of the ACA and motivate action. Significant activities were:

- ◆ Convened an ACA town forum at the Flushing Library of Queens with 300 participants and provided translation of the proceedings in four Asian languages
- ◆ Held 19 press events resulting in 70 stories, reaching an estimated 810,000 persons
- ◆ Conducted four consumer education workshops in Cantonese, Mandarin and Korean every week during the open enrollment period
- ◆ Developed ACA fact sheets, posters, display boards and banners in Chinese and Korean to supplement NYSOH consumer education materials
- ◆ Provided assistance to 11,473 individuals, submitted 4,800 applications, and enrolled 6,290 individuals in health insurance



“Thank you for helping me sign up for Obamacare. We did not have health insurance for three years. We are getting older, and we want to take care of our health. We need regular checkups and to see specialists. We were not going to the doctors because we could not pay. Obamacare is what we needed. Signing up online was very hard. It took more than a month to get past the first page of the application, but my counselor worked with me every step of the way. It was worth it. Having insurance has made such a difference for us. We are going to the doctors on schedule, and we are staying healthy. We are very happy.”

2013 At A Glance

Services: Internal Medicine, Women's Health, Pediatrics, Dental, Mental Health, Social Work, Health Education, Research and Evaluation, Health Careers Training.

Locations

Manhattan

268 Canal Street, New York, NY 10013
125 Walker Street, New York, NY 10013
168 Centre Street, New York, NY 10013

Queens

136-26th 37th Avenue, Flushing, NY 11354

Whom We Served

47,521

Number of patients

86%

Patients with incomes at or below 200% of poverty

230,471

Clinical visits

89%

Patients best served in language other than English

27,826

Enabling service visits

26%

Patients without health insurance

Quality of Service Indicators

Care coordination



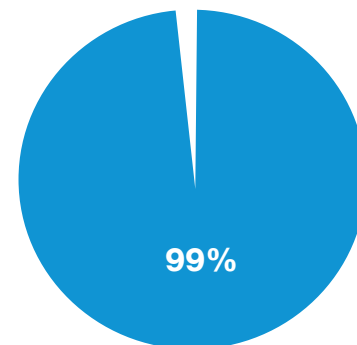
Ease of getting care



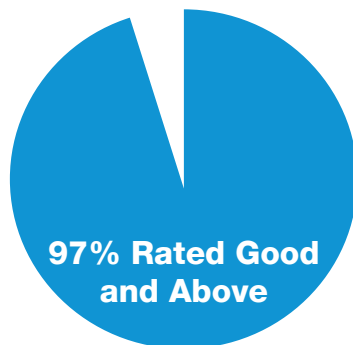
Waiting time



Would recommend CBWCHC to family & friends



Satisfaction with providers



Satisfaction with nurses and medical assistants



Quality of facility







Quality of Care Indicators 2013



CBWCHC

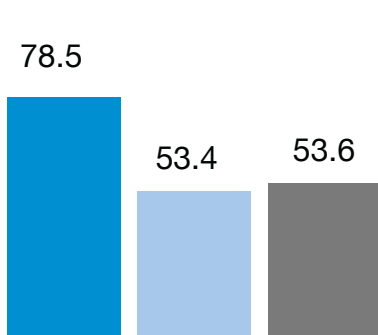


NYS Health Center Average

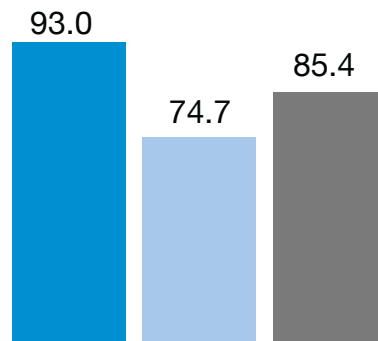


Healthy People 2020

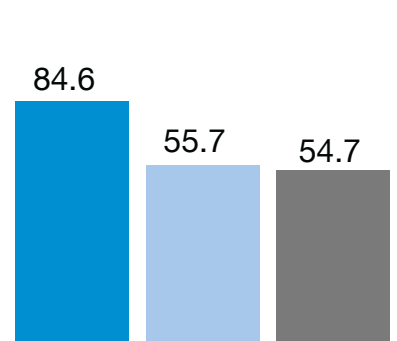
Adult weight screening and follow-up



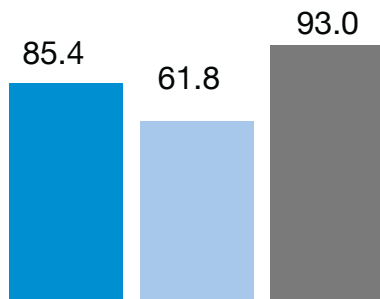
Diabetic patients with HBA1c<9



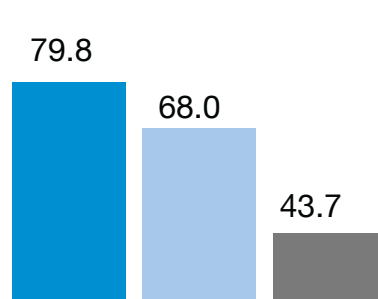
Weight assessment and counseling for assessed for children ages 2-17



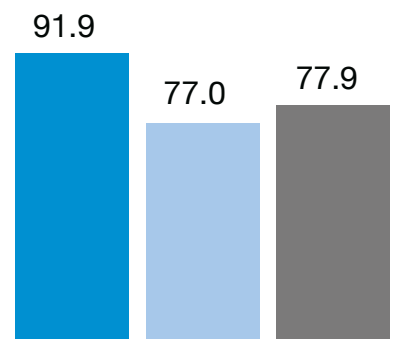
Female patients ages 24-64 with Pap Test in last 3 years



Patients with controlled hypertension



First trimester entry For prenatal care

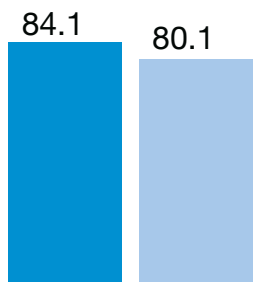


CBWCHC

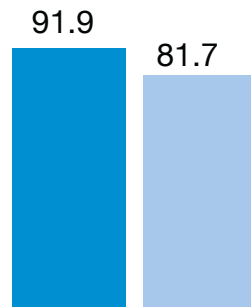
NYS Health Center Average

Healthy People 2020

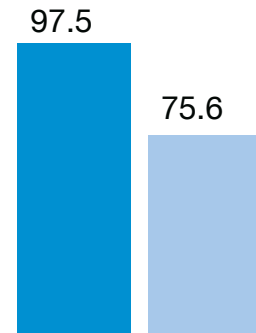
*** Lipid therapy**



*** Ischemic vascular disease – on aspirin or other antithrombotic drug use**

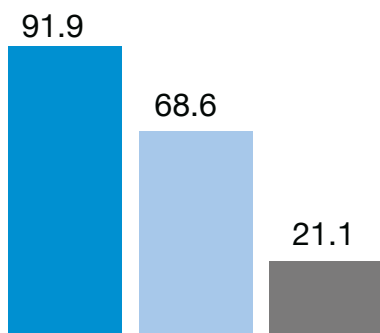


*** Persistent asthmatics age 5-40 who received controller medication**

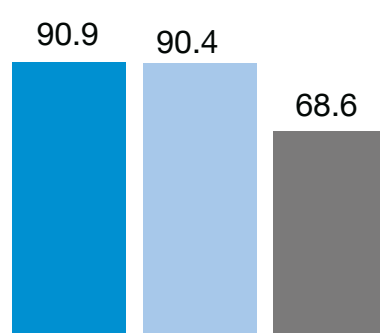


*** Not defined as a Healthy People 2020 goal**

Tobacco use counseled



Tobacco use assessment



2013 DONATIONS

Platinum (\$50,000 and above)

Dr. Margaret and Mr. Daniel Lee and Family

Diamond (\$25,000-\$49,999)

Charles B. Wang International Foundation
Chu and Chan Foundation

Ruby (\$5,000-\$9,999)

American Express Charitable Fund
Ken Chin, Esq. and Lisa Lim, Esq

Sapphire (\$2,500-\$4,999)

Rio Chiang
Hong Kong Dragon Boat Festival in New York/
DCH Auto Group

Supporters (\$500-\$2,499)

Aetna
Affinity Health Plan, Inc.
Al D. Rodriguez Liver Foundation
The Ayco Charitable Foundation
Beth Israel Medical Center
CAMS - CAIPA Community Service Fund
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Matthew Chan
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CP Advanced Imaging
Emblem Health Services
Family Choice Pharmacy Corp
Fidelis
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HealthFirst
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Hospital for Special Surgery
James and Elizabeth Li Family Fund
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Laboratory Corporation of America

Main Street Radiology | Dr. Modestus Lee
MetroPharm
PI Mechanical Corp
Quest Diagnostics
Ti-Tone Communications, Inc.
United Healthcare
Visiting Nurse Service of New York
Jennifer Vu
Diana Wang
WellPoint, Inc.
William Tam

Grants and Contracts

Association of Asian Pacific Community
Health Organizations
Avon Foundation Breast Care Fund
Cancer Service Network, Inc.
Chia Family Foundation
Chu and Chan Foundation
Fidelis Care New York
GE Foundation
Gilead Sciences Inc.
J.T. Tai Foundation
New York Community Trust
New York State Department of Health
Facilitated Enrollment Program
Chinatown JUMP
Comprehensive Adolescent Pregnancy
Prevention Program
Healthcare Efficiency and Affordability
Law
New York State Health Foundation
New York University School of Medicine
Ping Y. Tai Foundation
Public Health Solutions
Family Planning Services
HIV Care Services
Robin Hood
Susan G. Komen for the Cure
The Liu Foundation

FINANCIAL STATEMENT

Revenue

Patient services	\$ 36,988,984
Retroactive medicaid rate adjustment	8,673,650
Federal grants	3,001,058
Contract services	3,963,858
Foundation grants, pledges and contributions	790,864
Other	762,202

Total Revenue	\$ 54,180,616
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Expenses

Program services	\$ 35,968,309
General and administrative	5,680,173
Fundraising	12,197

Total Expenses	\$ 41,660,679
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Increase in unrestricted net assets	\$ 12,519,937
Decrease in temporarily restricted net assets	(58,549)
Increase in net assets	\$ 12,461,388

BOARD OF DIRECTORS



Ken Chin, Esq.
Chair



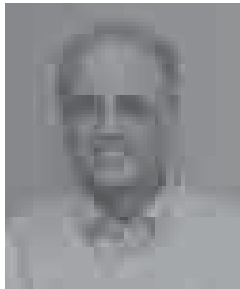
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MBA
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MPH
Dental Director



DeYoung Chan, CMA
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Bridge Program*



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**CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉康社區醫療中心**