



**H O P E**  
**C L I N I C**

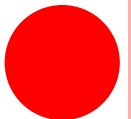
a community health center

# BACKGROUND

- Established in 2002 by Asian American Health Coalition (AAHC)
- Federally Qualified Health Center (FQHC) in 2012
- Over 47,000 patient visits per year
- Accept patients regardless insurance and immigration status



- HOPE Main: 28 languages in staff, serve over 70+ ethnicities.
- Including: English, Spanish, Mandarin, Cantonese, Vietnamese, Burmese, Arabic, and more.



# OUR SERVICES

- Primary Care services
- Women's health
- Pediatric care
- Immunizations
- Nutrition consultation
- Case management
- Behavioral health



# Eye Clinic and Dental Services

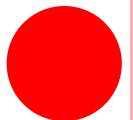


- Sliding Scale Fee for uninsured

- Discounted frames

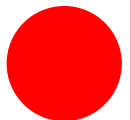
- Eye Care for Kids Program: vouchers for glasses

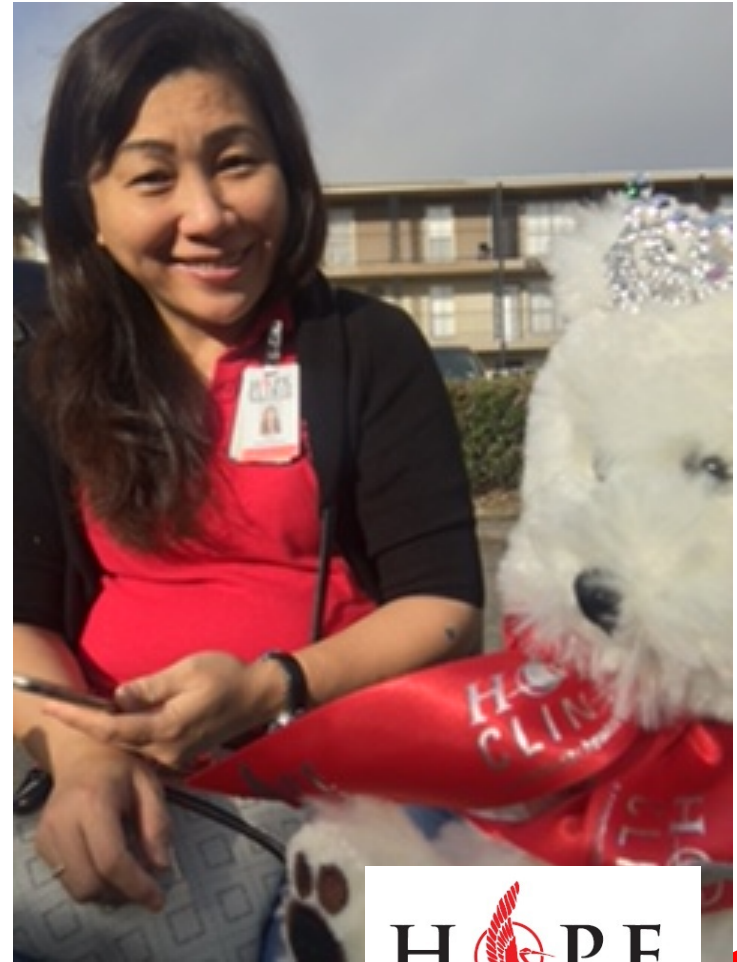
-low-income families, uninsured, or insurance not allowing child glasses



# OUR PROGRAMS

- Phoenix Project – Breast Cancer awareness, education, screening, and treatment
- Papalooza – Cervical Cancer awareness, education, and screening
- Nail Interactive Teaching – Target nail salon workers to educate on worker safety, breast and cervical cancer, and social determinants of health
- CRC – Colorectal cancer initiative; educate and remind patients and providers to perform appropriate screenings





**HOPE**  
**CLINIC**  
a community health center



# B-FREE HOUSTON/ HEP B REGISTRY

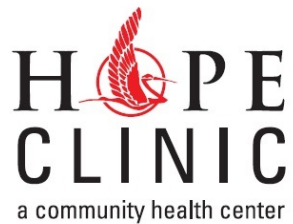
- Free hepatitis screening vouchers
  - Provided to patients in the clinic
  - Given at health fair and screening events
- Created Registry in EMR
  - Questionnaire
  - Flow sheets
- Provider and community training and education
  - Asian Cancer Council Meeting
  - National Viral Hepatitis Training
- Key Stakeholders
  - City of Houston Health Department – State of Health website and data





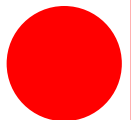


# Provider Education and City of Houston Partnership



# HEPATITIS B REGISTRY

- In 2015:
  - Screened 1,117 new patients
  - Diagnosed 49 new cases
  - Provided over 6,000 immunizations



# Hepatitis B Form

Hep B Questionnaire

#

Short answer text

Do you know what Hepatitis B is? \*

Yes

No

In your own words, can you describe what Hepatitis B is?



Long answer text

Has your doctor ever talked to you about Hepatitis B? \*

Yes

No

I do not remember/ I have not seen a doctor about it.

Name	04/03/2017  
<b>Miscellaneous</b>	
good time to answer questions?	yes
seeing other doc for hep B?	No
did the doc give hep B Rx?	Yes
do you take Rx every day?	Yes
days Rx missed per mo.	0
did you run out of Rx?	No
have Rx side effects	No
side effect #1 (worst)	
side effect #2	
side effect #3	
aware of next appt?	No

## Patient tracking:

### Chronic hep B

[HOPE caller introduction] "I work with Dr \_\_\_\_" Andrews, Dr

Is this a good time to ask a few questions about your health? *yes the wife answers a few questions, but will let pt call us back.*

did the doctor prescribe any medicine for hepatitis B? *Yes*

[if on Rx] do you take your medicine every day? *Yes recently changed a new medicine because the old one is not very effective. the new one has no side effect and is taking medicine regularly.*

[if on Rx] how many days do you miss in average month? *0*

[if on Rx] have you run out of your medicine? *No*

do you have side effects with your medicine? *No recently has some symptoms: headache, cannot sleep at night, but don't think it's because the medicine.*

are you seeing another doctor for your hep B? *No*

do you know when your next hep B appt is? *No*

Occupation: Restaurant owner and chef.

# CHALLENGES AND SUCCESSES

## ○ Challenges:

- Start-up and incorporation into EMR
- Manpower to call and ask questions
- Language Barriers

## ○ Successes:

- Better data collected
- Can help to schedule patients at an appropriate time
- Increase awareness
- Increase collaboration and information available to other organizations



## CONTACT US!

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