HOPE CLINIC
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
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
Patient tracking:
Chronic hep B
[HOPES] 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 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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