



REFUGEE WOMEN'S HEALTH CLINIC

Locally Accessible.
Globally Minded.
Overcoming Barriers.
Empowering Women.

Letter from the Program Manager



Dear Friends of the RWHC,

In the last few months, we have made significant efforts to improve and expand professional development, clinical activities, social outcomes, and projects at the clinic.

In terms of professional development, we have collaborated with our partners for our Cultural Health Navigators receive relevant training. We recognize that this is the key to building skill sets, developing resources, and staying informed. In the last few months, the CHNs were awarded the ability to be trained on how to conduct focus groups, and on June 16-17th, they will attend the two-day Arizona Community Health Worker Conference in Tucson. Furthermore, the RWHC along with one of their researchers will be attending and presenting at the 6th Annual North American Refugee Health Conference in Niagara Falls, NY, on June 12-14th.

Starting July, we will be expanding our clinical activities. Dr. Johnson-Agbakwu will begin seeing patients at the McDowell clinic on Tuesdays, catering mainly to the patients affected by HIV. In terms of social outcomes, we have launched a year-round effort to collect essential items and baby supplies for new refugee mothers in order to better meet the daily needs of patients that come through our doors.

Our current projects have also expanded to include:

- 1) *Danger Assessment for Immigrant Women Study*- In partnership with the RWHC, Dr. Jill Messing from the ASU School of Social Work is conducting a study on refugee women's safety and health issues. With the growing risk of intimate partner homicide among abused immigrant/refugee women, practitioners in various arenas are more likely to encounter situations that require culturally competent and tailored risk assessment.
- 2) *Phase III of Aku Anyi Swastha (Help for Health): Initiative for Healthy Burmese and Bhutanese Communities*- Based on the success of Phase I and II of this project, SIRC is now proposing the implementation of accessible and culturally relevant behavioral health services to these communities. This will be a collaborative pilot program between Catholic Charities and the RWHC to increase the capacity for these refugees to utilize and access mental health services.

We hope you join us in ensuring refugee families receive the healthcare they deserve. Thank you for your support!

Sincerely,

Jeanne Nizigiyimana, MA, MSW

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Calendar of Events

June

10th – RWHCAC Quarterly Meeting, 9-11:30am, Auditoriums 3&4, MIHS Admin Building

July

8th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

August

12th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

September

9th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

16th – RWHCAC Quarterly Meeting, 9-11:30am, Navajo East & West, MIHS Admin Building

October

14th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

November

4th – Refugee Patient Education Class, 1:30-5pm, Auditorium 1, MIHS Admin Building

December

9th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

16th – RWHCAC Quarterly Meeting, 9-11:30am, Navajo East & West, MIHS Admin Building

17th – Holiday Angel Celebration for Moms, all day, Auditoriums 1-4 and Navajo East & West, MIHS Admin Building

Refugee Women’s Health Community Advisory Coalition (RWHCAC)

Sign up to serve on a **subcommittee** for the Refugee Women’s Health Community Advisory Coalition!

The RWHCAC has eight working subcommittees:

Public Relations

Strategic Planning

Resource Development

Education

Program Promotions

Political Advocacy

University

Research

For more information, contact Jeanne Nizigiyimana at Jeanne_Nizigiyimana@dmgaz.org.

The RWHC Welcomes New Support!



Dr. Aduragbemi Banke-Thomas, PhD, MD, MPH, M. Health Policy & Program Management (left) is an accomplished physician and international health, policy and development researcher with experience in both public and not-for-profit sectors. As a fellow and “Next Generation Leader” at the McCain Institute for International Leadership, he is working with Dignity Health and the RWHC. With the RWHC, Dr. Banke-Thomas is leading efforts to conduct research and disseminate findings of ongoing projects.

Dr. Oluwasola Banke-Thomas, MD, MPH (right) has experience in public health and primary care medicine, working across government, non-governmental organizations, research and academia. Her research interest is focused on reproductive and maternal health service provision for underserved and vulnerable populations. She is working with the RWHC in affiliation with the Southwest Interdisciplinary Research Center (SIRC) at ASU leading data analysis on our Burundi project.

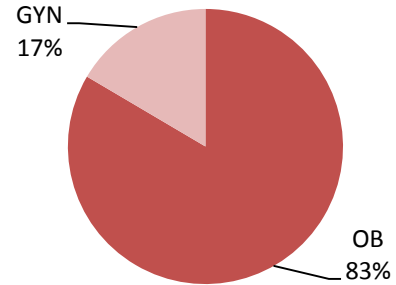


2015 Clinic Report (1/1/15-12/31/15)

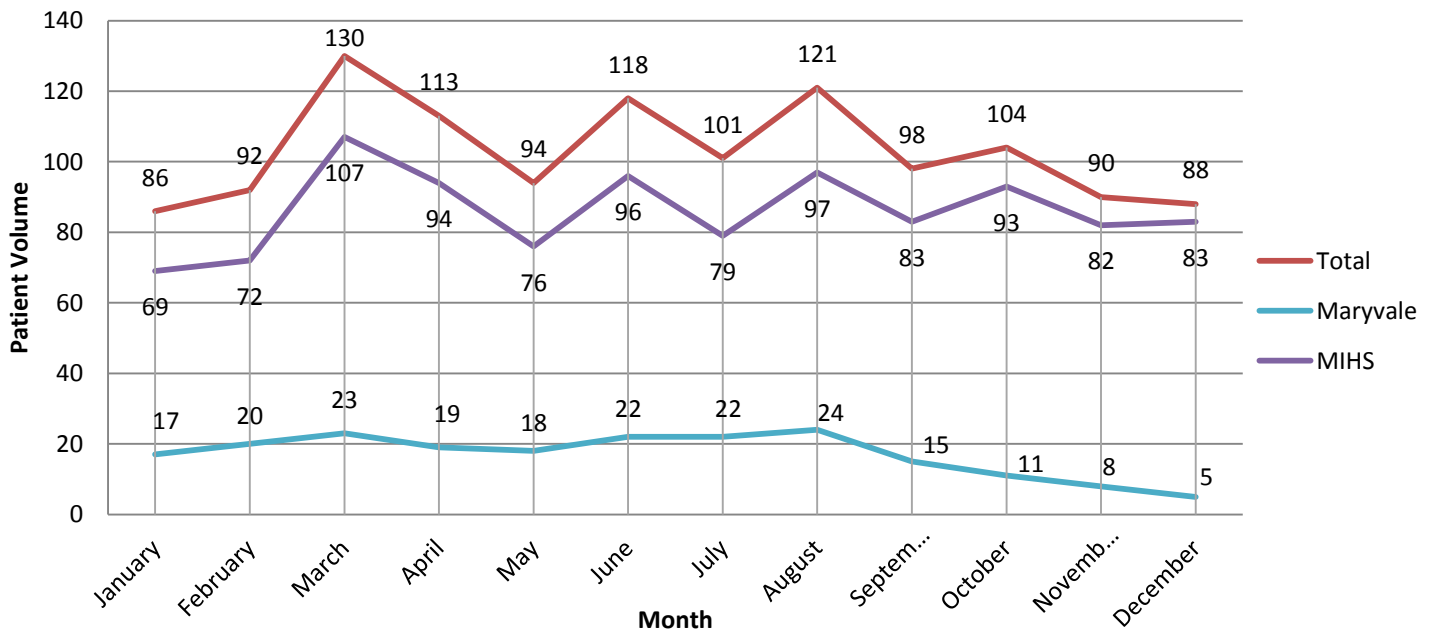
2015 Fast Facts

- In 2015, RWHC saw 345 patients through 1,235 appointments.
- Nearly 84% of visits to the MIHS clinic and 81% of visits to the Maryvale clinic were obstetric appointments.
- Patients spoke 27 different languages and came from 29 different countries.
- The majority of patients (56%) were covered by Mercy Care.

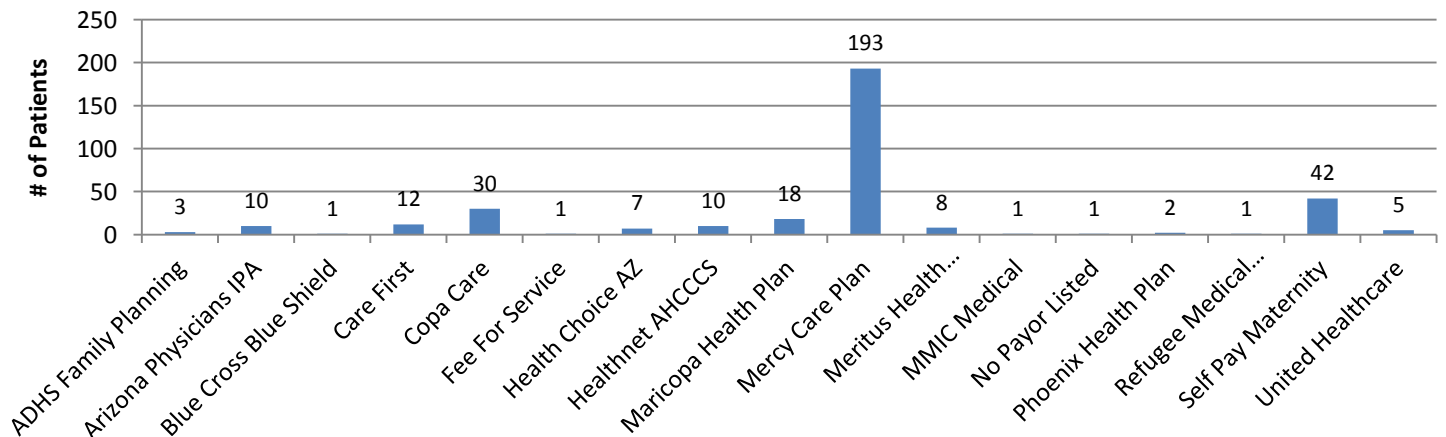
2015 Total Number of Visits by Type



2015 Clinic Patient Volume by Month



2015 Patient Insurance Coverage

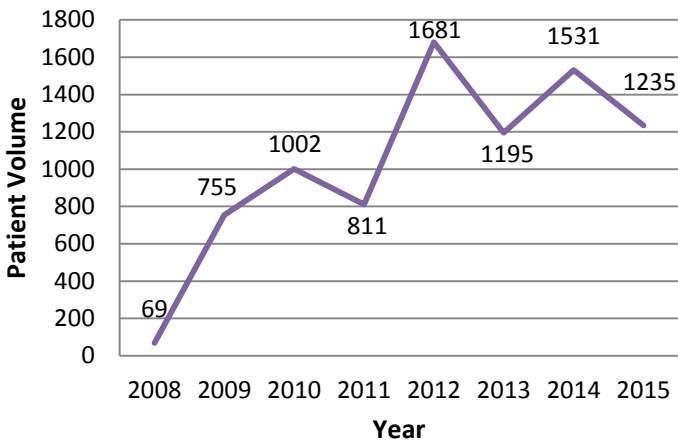


Overall Clinic Report

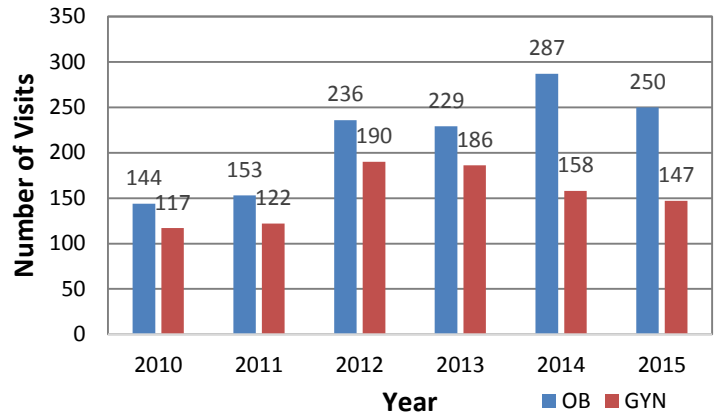
Fast Facts

- From 2008 to 2015, over 2,300 individual patients have made the clinic their medical home, making over 5,000 unduplicated visits for OB and/or GYN services.
- Since 2008, clinic providers have held over 8,000 appointments and have helped deliver more than 950 babies.
- Patients have come from 49 different countries, speaking 41 different languages.
- RWHC employs 4 Cultural Health Navigators, who work directly with patients as care coordinators and interpreters; between them, they speak 9 different languages.

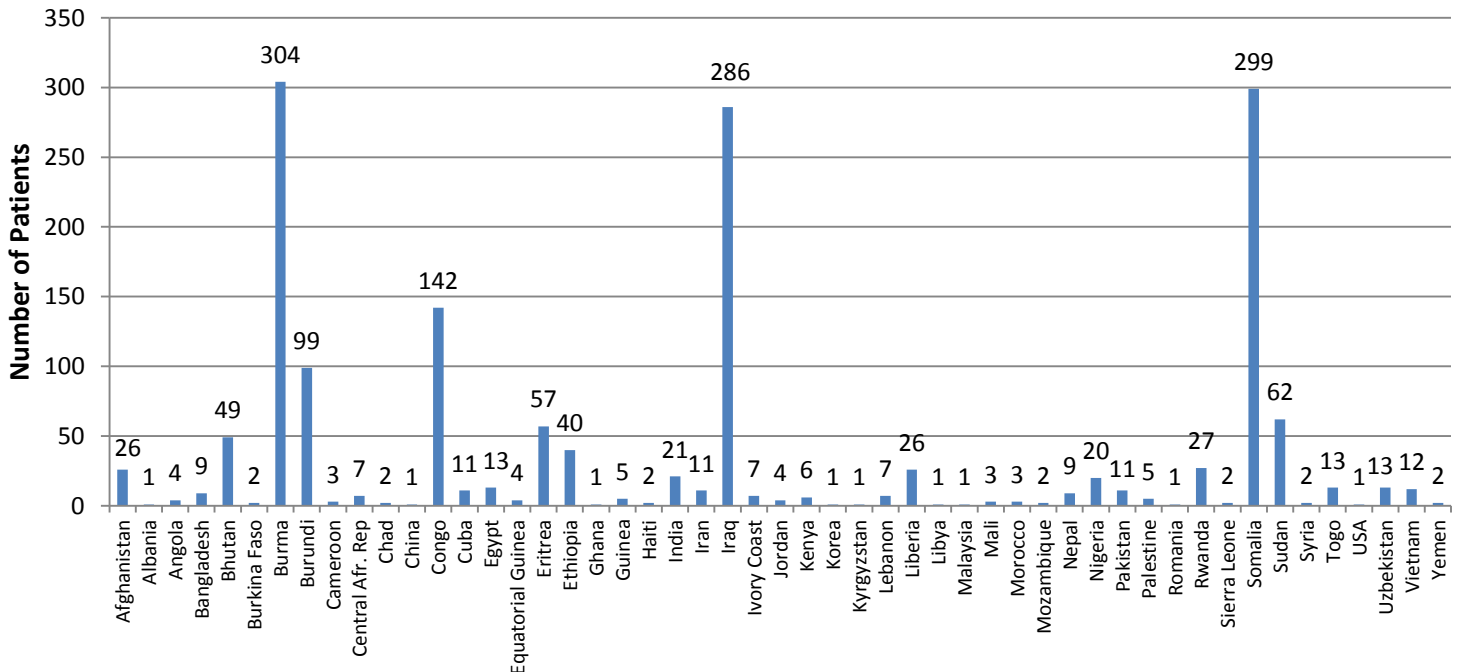
Patient Volume by Year



Patients by Type and Year (Unduplicated Visits - Both Clinics)



Patients by Country of Origin 2010-2015



Awards and Recognition

Conducting Focus Groups: Certificates to CHNs

On May 13th, our CHNs received training from Dr. Aduragbemi Banke-Thomas on the topic of “Guidelines for Conducting Focus Groups”. They each received certificates of completion for the 2 hour class. In addition, all CHNs are attending a two day Community Health Workers Conference.

Pediatric Residency Awards Presented to CHNs

During their graduation ceremony on June 4th, the residents of The Phoenix Children’s Hospital/Maricopa Medical Center Pediatric Residency Program recognized our CHNs as part of the Outpatient Ancillary Staff of the MIHS Pediatric refugee care team. Each CHN received a plaque in honor of their contributions to the pediatric clinic. This program is an extension of the RWHC.

Clinic Program Updates

Newborn Supplies Needed for New Refugee Mothers

We are currently in need of diapers (sizes newborn, 1, and 2), baby blankets, and baby wipes. Year round, we collect these baby supplies to distribute to new mothers who greatly need the assistance. These items are distributed on a need-basis. Unfortunately, we have almost run out of supplies. If you are able to assist us in collection, please reach out to Sheila Malekian at Sheila_malekian@dmgaz.org. Both monetary and in-kind donations are tremendously appreciated.



Refugee Health Screener (RHS-15)

The staff at the RWHC is sensitive to the physical, psychological, and social health needs of refugees, providing integrated care to help them overcome their previous, sometimes traumatic, experiences. Since 2012, 500 patients have been screened using the Refugee Health Screener (RHS-15), a simple tool that depicts common mental health stressors among refugees such as depression, anxiety, and PTSD. Of these patients, 24% have screened positive.



Expectant Mothers Classes

Since 2010, the Refugee Women’s Health Clinic has offered monthly educational classes to expectant mothers. Topics include access to care, US labor and delivery, postpartum and infant care, infant CPR, and nutrition and exercise. So far in 2016, 27 women have attended these classes. For a current schedule of classes for 2016, refer to the Calendar of Events in this issue.

Car Seat Safety Program

The RWHC has been partnering with the Trauma Center of Maricopa Medical Center since 2010 to distribute car seats to patients. In preparation for a delivery, women are provided with car seat safety education and a car seat at no charge, ensuring there is no delay in their ability to take their newborn home. So far in 2016, the clinic distributed 32 car seats to expectant mothers, both for their new baby and for any children at home who may have been lacking a seat.

Projects, Conferences, and Grants

Completed Research Projects

- Phase II of Reproductive Life Planning in the Refugee Community (REPLAY): Focus on the Role of Men and Religion
 - Provided 120 participants (Somali, Kirundi, Burmese, Arabic) with preconception health education, which they positively received
 - After the video, respondents were more likely to agree that having a baby soon after another would affect the pregnancy

Ongoing Research Projects

- New, Integrated Mixed-Methods Data Platform to Improve Understanding of Why Refugee Women Underutilize Prenatal Care Across Their Reproductive Lives
- Refugee Mental Health Screening: Implementation of the RHS-15 in a Dedicated Refugee Women's Health Clinic

Upcoming Conferences

North American Refugee Health Care Conference, June 12-14th, Niagara Falls, NY

- *Efficacy/Appropriateness of Certified Application Counselors in Assisting Burmese and Bhutanese Refugees in the US* - Michelle Villegas-Gold
- *Emotional Health Screening Among Refugee Women* – Dr. Crista Johnson-Agbakwu

Grants

- Refugee Behavioral Health and Social Services – partnered with Catholic Charities
- Danger Assessment for Immigrant Women: Enhancing Provider Service Delivery for IPV Survivors- partnered with ASU
- Phase III of Aku Anyi Swastha – partnered with ASU SIRC

Refugee Women's Health Clinic Information

Available Services

- Obstetric and Gynecological Clinical Services
- Prenatal Care
- Family Planning
- Surgical Modifications for Female Genital Cutting
- Patient Education
- In-House Interpretation
- Cultural Health Navigators
- Baby Supplies
- Health Insurance



Locations

Comprehensive Health Center

Women's Care Center, 2nd Floor
2525 E. Roosevelt St.
Phoenix, AZ 85008



Maryvale Clinic

4011 N 51st Ave.
(SE Corner of 51st and Indian School)
Phoenix, AZ 85031

Contact Information

Scheduling Patients: 602-344-3545

Jeanne Nizigiyimana, MA, MSW

Program Manager

Jeanne_Nizigiyimana@dmgaz.org

C: 602-540-6469 O: 602-344-1445

Asheraka Boru

Medical Assistant

Asheraka.Boru@mihs.org

O: 602-344-1489
(Oromo)

Cultural Health Navigators

Daisy Taknan: 602-292-0089 (Burmese, Chin)

Liliane Ferdinand: 602-290-5444 (French, Kinyarwanda, Kirundi, Swahili)

Nahida AlAni: 602-402-4677 (Arabic)

Owliya Abdalla: 602-316-0564 (Somali, Maay-Maay)

Website: www.refugeewomensclinic.org