



REFUGEE WOMEN'S HEALTH CLINIC

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

Letter from the Program Manager



Dear Friends of the RWHC,

The Refugee Women's Health Clinic is the only patient-centered medical home model in Arizona utilizing Cultural Health Navigators and an infrastructure of community partnered coalition members to provide culturally-grounded and linguistically appropriate obstetric/gynecological health services for refugee women. The values of cultural safety and cultural humility offered at Maricopa Integrated Health System (MIHS) has therefore allowed for expansion into integrated refugee pediatric medical home including more services at Maryvale.

In addition, we have collaborated with Mariposa Wings to Safety to create a refugee tailored Family Violence Prevention and Advocacy Program. With the growth of refugee patients cared for by MIHS and since intimate partner violence is prevalent among some refugee communities, the OB-GYN department-Mariposa Wings To Safety hired an advocate who could be responsive to the various cultural needs refugee families present with.

Earlier this month Dr. Johnson-Agbakwu and I attended the North American Refugee Health conference in Toronto, Canada to learn about best practices, research, and innovative tools in refugee healthcare. Connecting with worldwide healthcare professionals will benefit the growth and expansion of refugee health services at MIHS. Another opportunity for growth was our meeting with the Office of Refugee Resettlement (ORR). The RWHC was part of a stakeholders meeting where they discussed current projects and community needs with local organizations. We were able to showcase our successes as we learned other aspects of health needs in the refugee communities.

Finally, we are very excited to announce that Sheila has gotten admission into Mayo Clinic School of Medicine here in Arizona. We are very proud of her successes and wish her the best of luck in her future endeavors. The Refugee Women's Health Clinic wishes to recognize Sheila Malekian for her outstanding two years of dedicated service, commitment, and efforts to advancing various aspects of the program activities while securing resources. She will truly be missed!

Last but not least, to all of our invaluable partners, friends and supporters of the RWHC, our accomplishments and milestones are a testament to the great collaborative efforts we all are part of!

Looking forward to a continued and fruitful partnership!

Sincerely,

Jeanne Nizigiyimana, MA, MSW

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Calendar of Events

June 30th - RWHCAC Quarterly Meeting, 10:30-12pm, Aud. 1, MIHS Admin Building and

July 14th -Refugee Patient Education Class, 2:30-5:00pm, Aud. 2

July 14th – Refugee Patient Education Class, 2-5pm, Aud. 1

Aug. 11th – Refugee Patient Education Class, 1:30-5pm, Aud. 1

Sept. 8th – RWHCAC Quarterly Meeting, 9-11:30am, Aud. 1, MIHS Admin Building and Refugee Patient Education Class, 1:30-5pm, Aud. 2

Sept. 22nd- FREE Train-the-Trainer Workshop: "Interpersonal Violence Curriculum For Minority & Refugee Populations", 10:00 am- 2:00 pm, MIHS Admin Building, Aud. 2 & 3

Oct. 13th – Refugee Patient Education Class, 1:30-5pm, Aud. 1

Nov. 10th – Refugee Patient Education Class, 1:30-5pm, Aud. 1

Dec. 8th – RWHCAC Quarterly Meeting, 9-11:30am, Aud. 4, MIHS Admin Building and Refugee Patient Education Class, 1:30-5pm, Aud. 2

Dec. 23rd – Holiday Angel Celebration for Moms, all day, Aud. 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!

Yvette Nijimbere– The Mariposa Wings to Safety program of the OBGYN department, is responding to the cultural needs of refugees who are effected by family violence. As a result, they have brought on board Yvette. She has B.A. in Professional Writing and a B.S. in Marketing from La Roche College in Pittsburgh, P.A. Her experience with refugees consists of contributing to research projects at ASU Southwest Interdisciplinary Research Center (SIRC) and the ASU School of Social Work as well as being a member of the RWHCAC for 3 years. Yvette’s position as an Advocate for women’s health will be providing informative materials to all patients, including refugees and other minority populations, as a preventive measure for family and domestic violence.

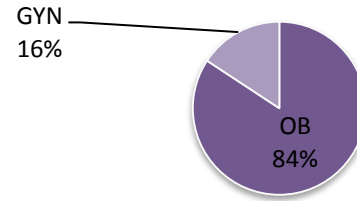
Rachel Mendoza- Rachel recently graduated from the Honors College at ASU with a degree in Biological Sciences and a minor in Women and Gender Studies. As an aspiring OBGYN with a passion for global health, she fully believes in the RWHC's mission statement and is looking forward to working with the refugee community. This coming fall at the clinic, she will be starting as an Americorps VISTA member and will be in charge of performing multiple capacity building tasks including organizing the Holiday Angel Drive.

2016 Clinic Report (1/1/16-12/31/16)

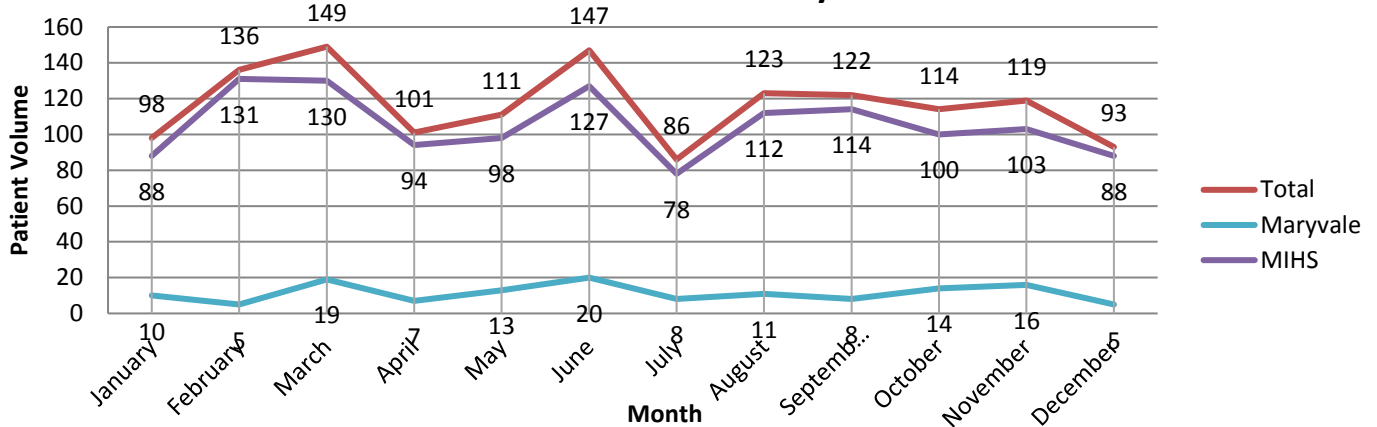
2016 Fast Facts

- In 2016, RWHC saw 434 patients through 1,399 appointments.
- Nearly 84% of visits to the MIHS clinic and 85% of visits to the Maryvale clinic were obstetric appointments.
- The majority of patients (57%) were covered by Mercy Care.

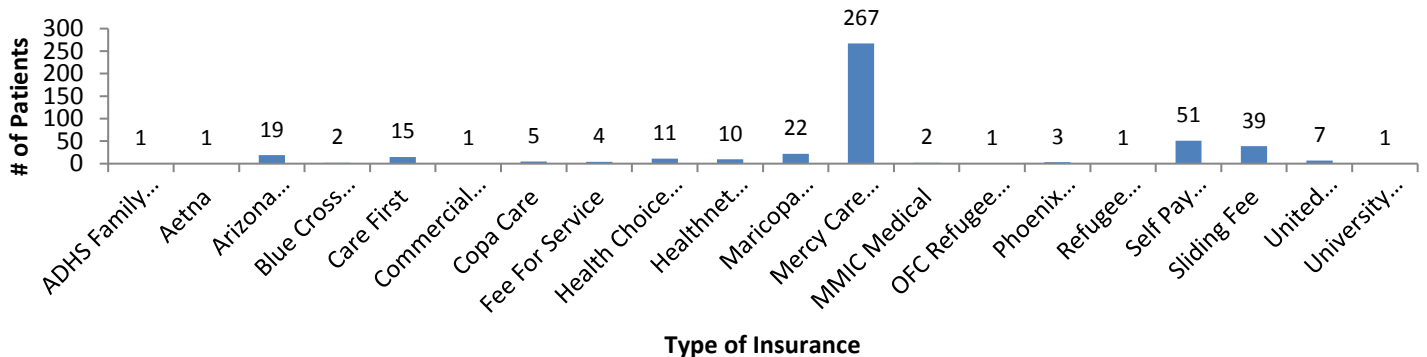
2016 Total Visits by Type



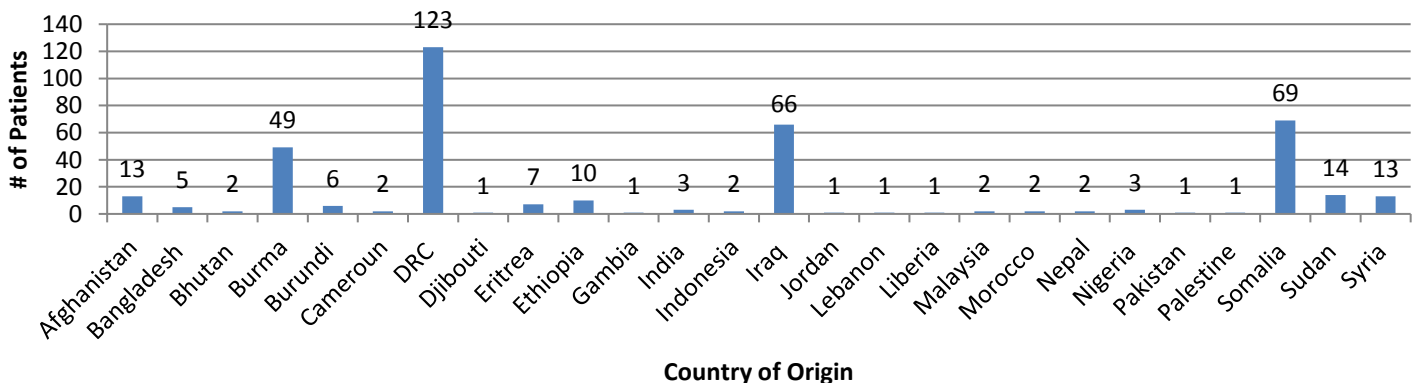
2016 Clinic Patient Volume by Month



2016 Patient Insurance Coverage



2016 Patients by Country of Origin

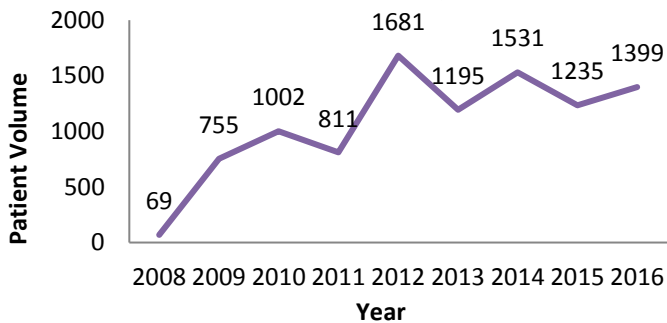


Overall Clinic Report

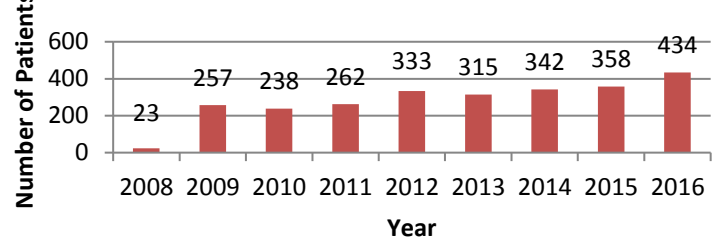
Fast Facts

- From 2008 to 2015, over 3,000 individual patients have made the clinic their medical home.
- Since 2008, clinic providers have held over 9,500 appointments and have helped deliver more than 1,250 babies.
- Patients have come from 53 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 13 different languages.

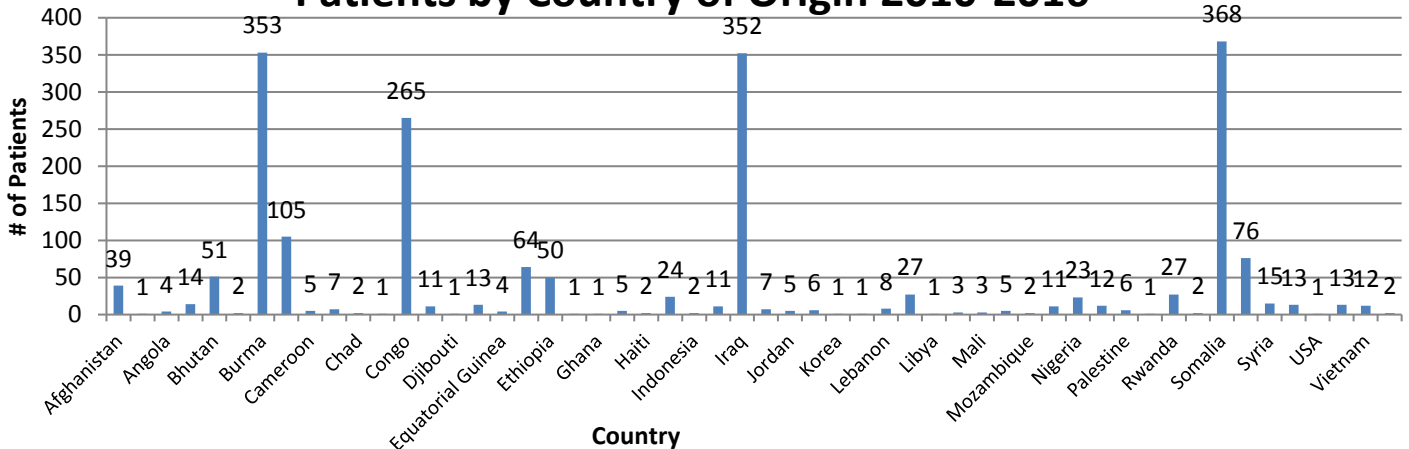
Patient Volume by Year



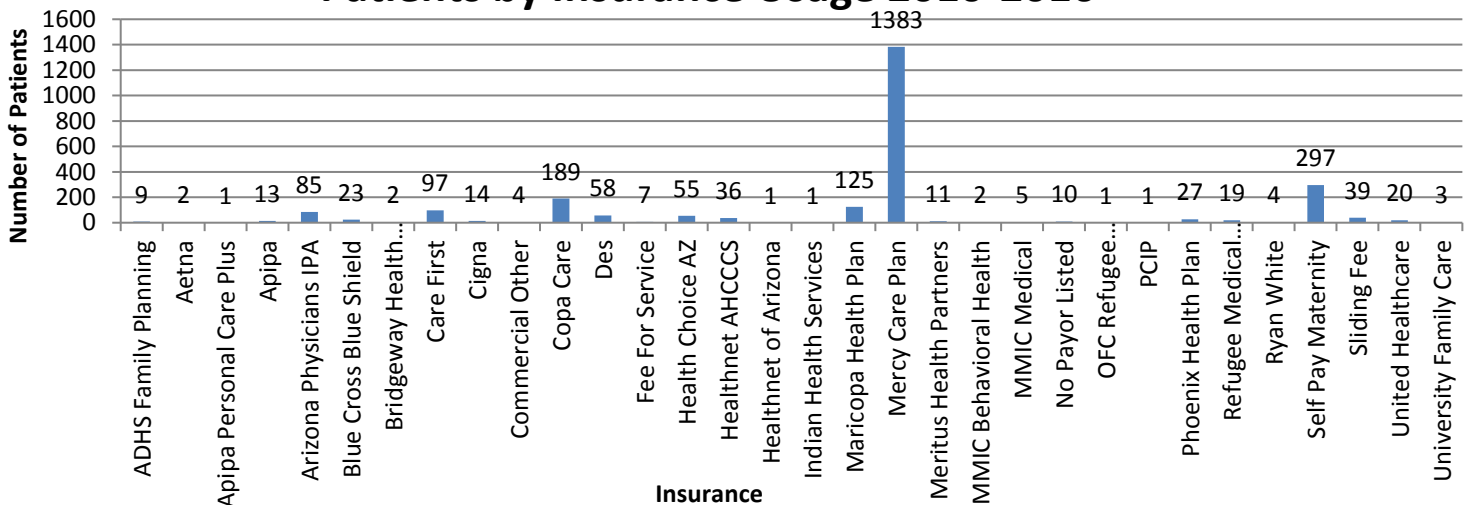
Yearly Unduplicated Patients 2008-2016



Patients by Country of Origin 2010-2016



Patients by Insurance Usage 2010-2016



Quarterly Clinic Spotlight!

The Mandela Washington Fellowship: We would like to welcome the ASU College of Public Service and Community Solutions and their fellows. These are young leaders from sub-Saharan Africa who serve the public through governmental and nongovernmental organizations, community-based nonprofits or volunteerism. They have established records of accomplishment in promoting innovation and positive impact in their organizations, institutions, communities, and countries.



Shelia's Farwell: This summer she begins medical school at the Mayo Clinic. "Here, I was introduced to some of the most brilliant and kind-hearted people I have ever met, and I created some of my favorite memories. I am incredibly grateful for being given the chance to partake in such meaningful work and for being offered such an abundance of learning opportunities. My time at the RWHC has increased my awareness on a number of issues of which I knew nothing about two years ago, and it has motivated me to do something about them. I hope to continue to engage in such meaningful work as a physician, and I fully attribute this increased passion to serve to the RWHC". Thank you Shelia!

Thank You to Our Sponsors

The Refugee Women's Health Clinic would like to give a special thank you to its top donors Mercy Care Plan, Mercy Maricopa Integrated Care, PEM Real Estate Company, and United Healthcare for their generous contributions to the clinic.



Ongoing Clinic Updates

Be an Angel for 2017 Holiday Angel Project!

A total of 505 refugees (with 321 passports) attended the RWHC Annual Holiday Angel Event on Saturday, Dec. 17th, 2016 and received over 200 comforter "bed in a bag" sets, 250 strollers, 300 baby blankets, 300 towels, a mountain of diapers, hundreds of items of clothing, and so much more! Plus, over 225 volunteers contributed over 880 hours to make this event possible! A call for you to be an angel for a refugee family by participating to the 2017 Holiday Drive! Your monetary or in kind donation would be highly appreciated! Please contact refugee clinic team if interested.



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, 592 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.

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, and nutrition and exercise. In 2017, 72 women attended these classes. For a current schedule of classes for 2017, refer to the Calendar of Events on page two.

Projects, Conferences, and Grants

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

Grants

- Enhancing Culturally-Informed Health Care Services for Women Affected by FGC in Arizona
- Refugee Behavioral Health and Social Services – partnered with Catholic Charities
- ASU- Phase III of Aku Anyi Swastha (Help for Health): Initiative for Healthy Burmese and Bhutanese Communities

Conference:

North American Refugee Health Care Conference, June 16-18th in Toronto, Canada

Obstetric and Neonatal Outcomes Among a Multi-Ethnic Sample of Newly-Arrived Refugees.

Sarah Gieszl, Dr. Crista Johnson-Agbakwu and Jeanne F. Nizigiyimana



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

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Asheraka Boru

Medical Assistant

Asheraka.Boru@mihs.org

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(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