



REFUGEE WOMEN'S HEALTH CLINIC

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

Letter from the Program Manager



Dear Friends of the RWHC,

For those of you who are first-time readers of this newsletter, and for those of you who are not aware of the work of the Refugee Women's Health Clinic (RWHC), it is our pleasure to share that the RWHC is the first and only one of its kind not only in Arizona but also across the United States. It is a medical home that provides culturally grounded health care services to the growing refugee community in the Phoenix metropolitan area. The community-driven approach we have taken has promoted community partnerships for integrated care.

The Office on Women's Health (OWH) recently announced a funding opportunity for Female Genital Cutting (FGC) Community-Centered Health Care and Prevention Projects. Given the RWHC's belief in strong partnerships, the clinic, in collaboration with ASU's Southwest Interdisciplinary Research Center (SIRC), will be looking at services that are culturally grounded and community based to address women who have been affected by or who have experienced FGC. In so doing, the RWHC met with refugee agencies and community-based organizations in Phoenix and Tucson on March 9th, 11th, and 12th to get them engaged with this project, as we strongly believe that this grant should be community-led and community-driven. It is our hope that, if funded, we will be able to address gaps in FGC-related health care services across the state of Arizona. It is anticipated that model programs shaped by community input will result in increased knowledge of FGC, change in attitudes, change in practice/behavior, and improved health outcomes for FGC-affected populations.

So far, the response from the community has been overwhelmingly positive. We thank them for their support, and we encourage them to attend our Coalition meetings to continue bringing their voices to the table. The Coalition meeting dates are enclosed for anyone interested in attending.

We look forward to many new and exciting projects in 2016. Thank you all for your continued support!

Sincerely,

Jeanne Nizigiyimana, MA, MSW

In this Issue:

- Letter from the Program Manager
- Calendar of Events
- Refugee Women's Health Community Advisory Coalition
- New Interns
- 2015 Clinic Report
- Overall Clinic Report
- Awards and Recognition
- Program Updates
 - Holiday Angel
 - RHS-15
 - Expectant Mothers Class
 - Car Seat Safety
- Research Project, Conference, and Grant Updates
- Clinic Information

Calendar of Events

April

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

May

13th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

June

10th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

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

Resource Development

Program Promotions

University

Strategic Planning

Education

Political Advocacy

Research

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

RWHC Welcomes Its New Interns!

This year, the Refugee Women's Health Clinic has welcomed one new intern to our team:

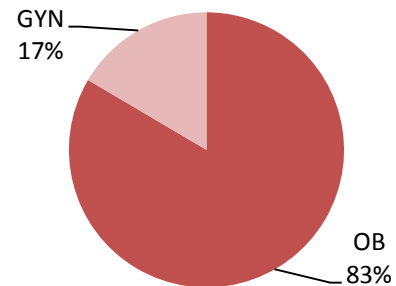
- **Holly Duffy Regan** is a graduate student, working toward her Masters in Social Work at ASU. She interned previously at the ASU Office of Global Social Work, with a focus on refugee communities in Phoenix. At the RWHC, she is primarily engaged with grant implementation and the RHS-15 initiative.

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

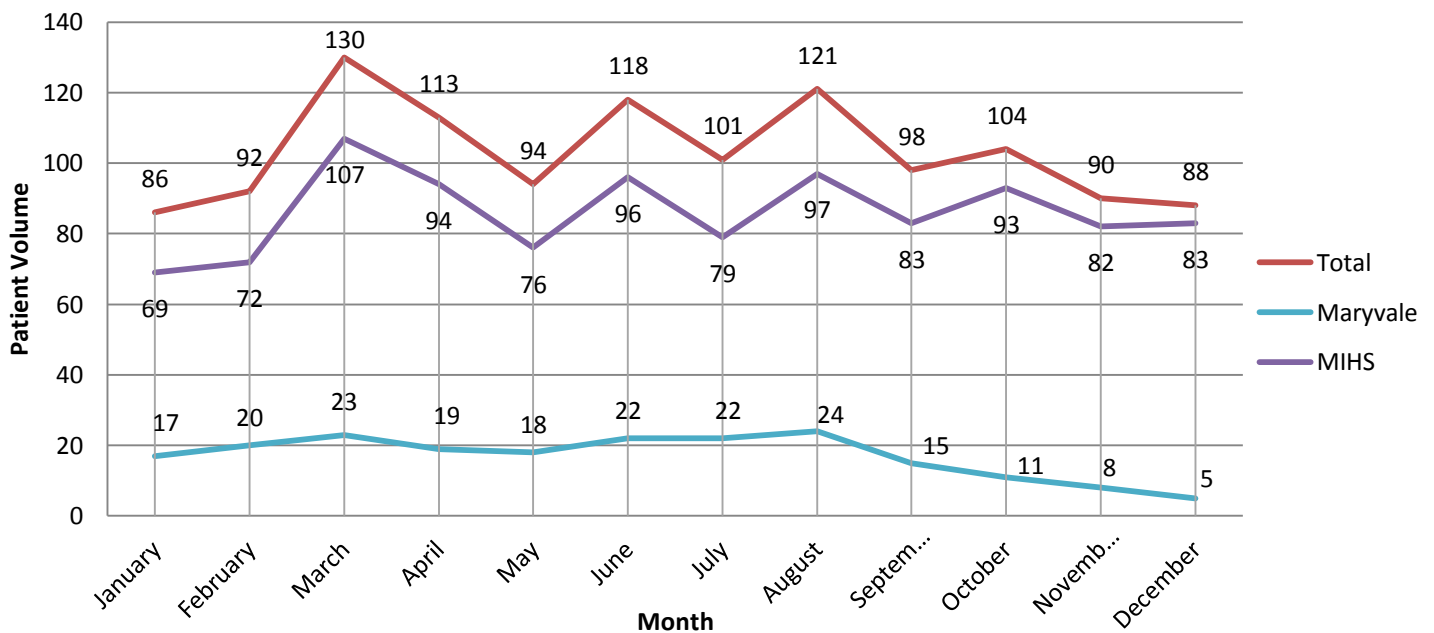
2015 Fast Facts

- 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.

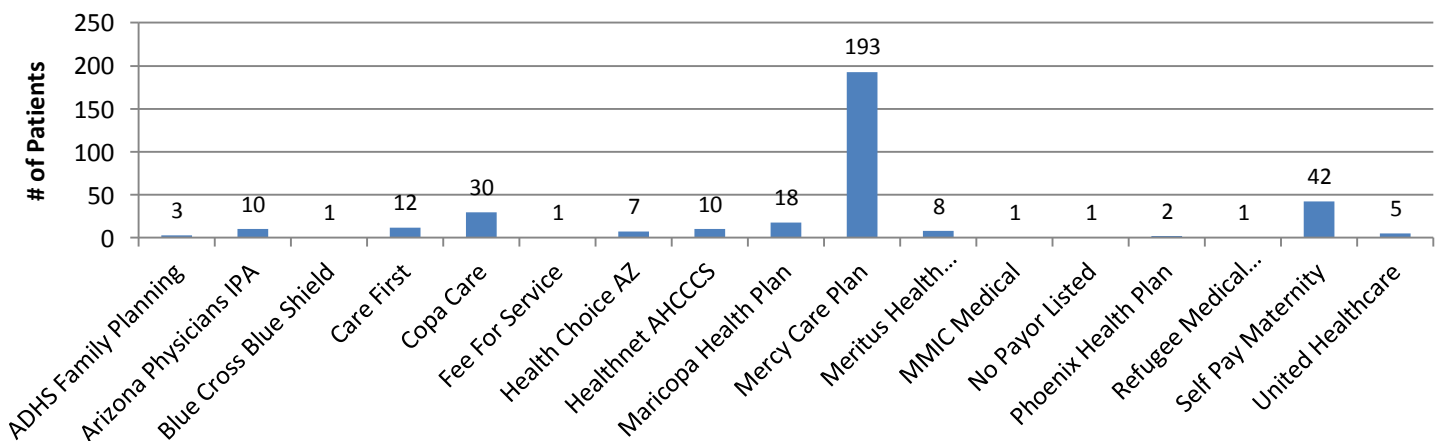
2015 Total Number of Visits by Type



2015 Clinic Patient Volume by Month



2015 Patient Insurance Coverage

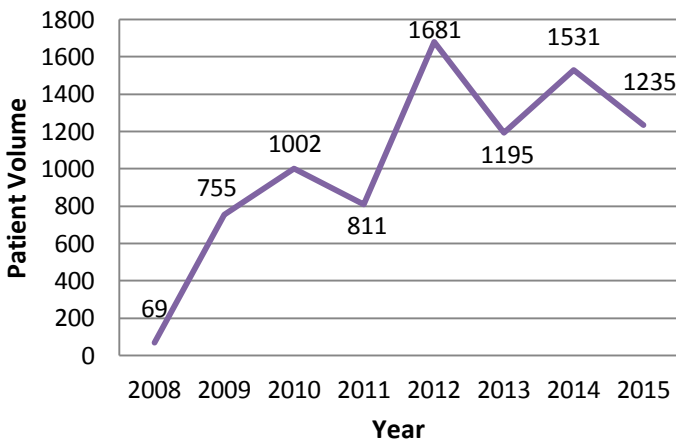


Overall Clinic Report

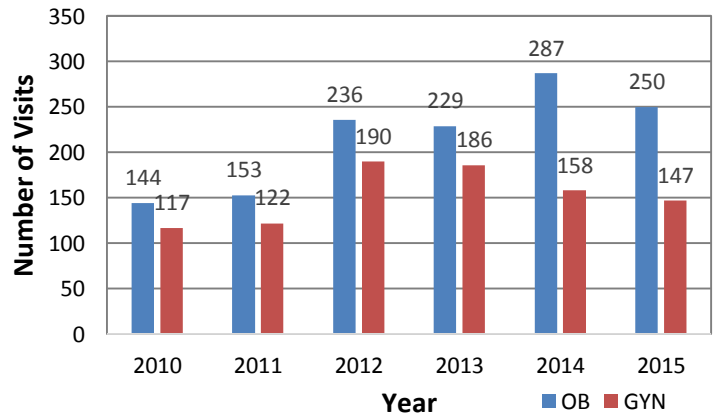
Fast Facts

- 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.

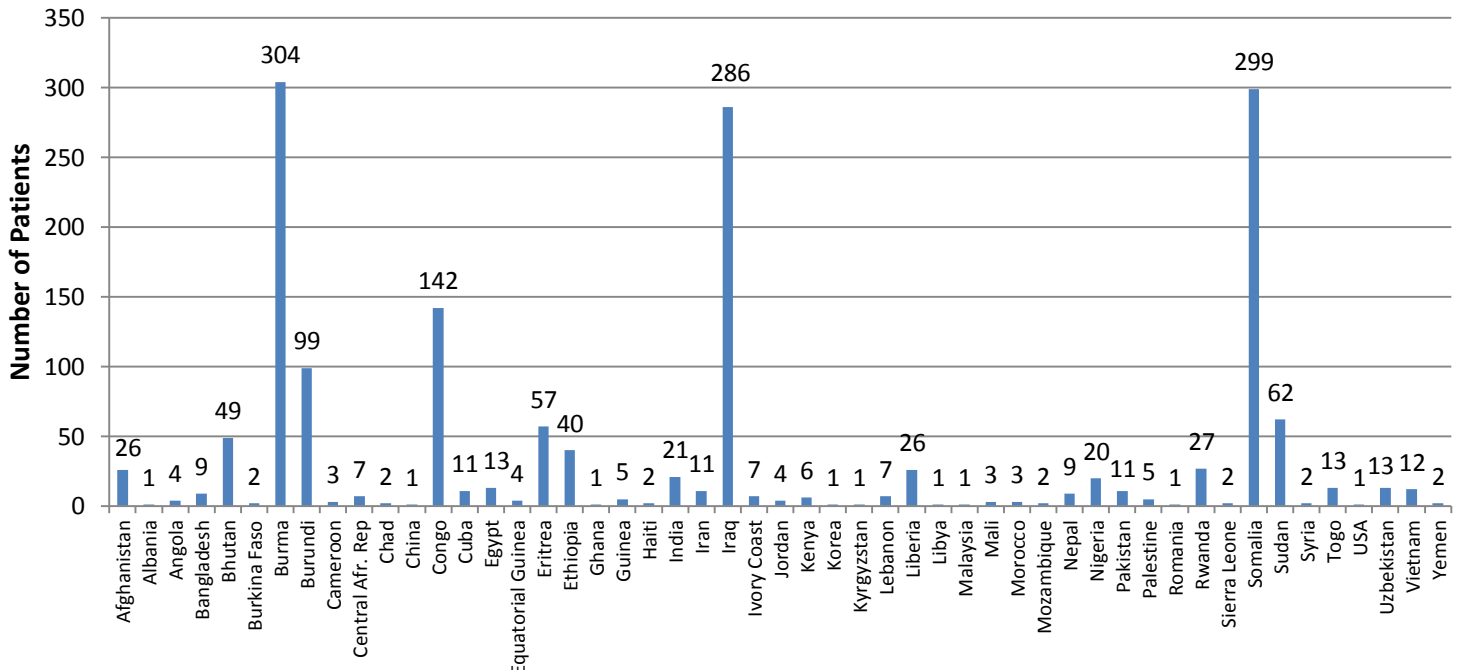
Patient Volume by Year



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



Patients by Country of Origin 2010-2015



Awards and Recognition

ASU SIRC Honors Burmese and Bhutanese CACs for Their Work on ACA Enrollment

Aku Anyi Swastha (Help for Health) Closing Ceremony

On February 19, 2016, a closing ceremony was held in honor of the completion of the Aku Anyi Swastha (Help for Health) Initiative. This project allowed for the dissemination of health information to various communities, provided employment opportunities for community health advisors, and successfully enrolled 318 Burmese and Bhutanese refugees in health care plans.



Clinic Program Updates

Holiday Angel Project

The Holiday Angel Event held in December 2015 was a great success! Women began arriving hours early, and by 1pm, the line wrapped around the building. An estimated 400 women and children attended and received bags full of essential items for their household and for childcare. The items most in demand included strollers, diapers, comforters, and laundry detergent. The event would not have been possible if it were not for the participation of various organizations and businesses that contributed monetary and item donations throughout the year, or for the help of volunteers. In total, an impressive 143 volunteers spent over 550 hours helping out with this project! We would like to extend our sincerest thanks to all donors and volunteers.



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, close to 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.



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. In 2015, a total of 63 women attended the classes. For a current schedule of classes for 2015, refer to the Calendar of Events in this issue.

Car Seat Safety Program

The Refugee Women's Health Clinic 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. In 2015, the clinic distributed 140 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

- **Aku Anyi Swastha (Help for Health):** Initiative for Healthy Burmese and Bhutanese Communities in Arizona
 - Enrolled 318 Burmese and Bhutanese in health care plans
- **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
 - Abstract submitted for SIRC 6th Annual Conference - April

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**

Past and Upcoming Conferences

- **International Society for the Study of Women's Sexual Health (ISSWSH), Feb. 25-28th, Charleston, SC**
 - A Culturally-Informed Educational Program to Promote Sexual Health and Well-Being among Refugee Women
 - Presented by Nuria Sisterna
- **13th Annual SIRC Conference, April 8th, Phoenix, AZ**
- **North American Refugee Health Care Conference, June 12-14th, Niagara Falls, NY**

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

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 Cone: 602-292-0089 (Burmese, Chin)

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

Nahida Abdul-Razzaq: 602-402-4677 (Arabic)

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