



REFUGEE WOMEN'S HEALTH CLINIC

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

Letter from the Program Manager



Dear Friends of the RWHC,

It's better late than never to wish a prosperous and healthy 2017 year to all of our friends and partners.

The Refugee Women's Health Clinic continues to be proud of the clinical and community services offered to the growing diverse population of refugee and immigrant women across the Phoenix metropolitan area. By the end of 2016, we had served around 3,000 individual patients over 9,000 patient visits, adding on two additional languages, Rohingya and Pashtu. With this kind of growth, the MIHS and DMG management team is exploring the opportunity of expanding to primary care health services for refugees in the West Valley. With this expansion, true integrated health care for refugees will be rendered to formally include behavioral health services at selected family health centers, allowing more pediatric and obstetric/gynecological services to be augmented both at Maryvale and the Comprehensive Health Center.

With that said, we celebrated the end of 2016 by honoring and recognizing our major donors and community partners in an event that took place on February 16th, 2017. Awards ranged from recognition of The Most Committed Partner to The Refugee Angel of the Year. Additionally, we would like to highlight the community outreach sessions for 2017, which are now being held every other Wednesday morning and every other Friday afternoon. Please let us know should you need health education in your community.

Finally, the Refugee Women's Health Clinic is very honored to have Dr. Crista Johnson-Agbakwu be among the only few experts from the United States to attend and present at the International Summit of Female Genital Cutting Management and Prevention in Geneva from March 13th-14th, 2017. Indeed, Dr. Johnson-Agbakwu has been awarded a grant as the Principal Investigator under Arizona State University from the U.S. Department of Health and Human Services Office on Women's Health. The project is titled "Enhancing Culturally-Informed Health Care Services for Women Affected by Female Genital Cutting in Arizona", which is currently under implementation. We want to sincerely thank all of our dedicated and committed health service, social service, and community partners for their incredible support on this significant project.

Looking forward to a continued and fruitful partnership!

Sincerely,

Jeanne Nizigiyimana, MA, MSW

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Calendar of Events

March 10th - RWHCAC Quarterly Meeting, 9-11:30am, Aud. 1, MIHS Admin Building and Refugee Patient Education Class, 2:30-5:00pm, Aud. 2

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

May 12th - Refugee Patient Education Class, 2-5pm, Aud. 1

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

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

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!

Ashley O’Bryan - Ashley has a B.S. in Psychology and is working towards her MSW. She has experience working as a BHT on the Gila River Reservation, serving as a mentor for youth, and working with refugees and other underserved populations at St. Joseph’s Family Medicine Clinic, where she helped conduct psycho/social assessments, treatment interventions, and home visits. This semester at the RWHC, Ashley will be helping with mental health screenings and developing working collaborations with MIHS and various community organizations.

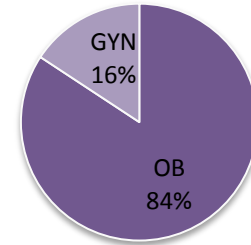
Noor Elkurwi – Noor is a third year student at Arizona State University majoring in Medical Studies and is working as a caregiver for children with special needs. In the past, she has volunteered at St. Joseph’s hospital. Due to her hopes of becoming an OB/GYN, she began interning at the RWHC this spring in hopes of gaining more experience and knowledge. Noor has since been conducting mental health screenings for new patients and assisting with data entry.

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

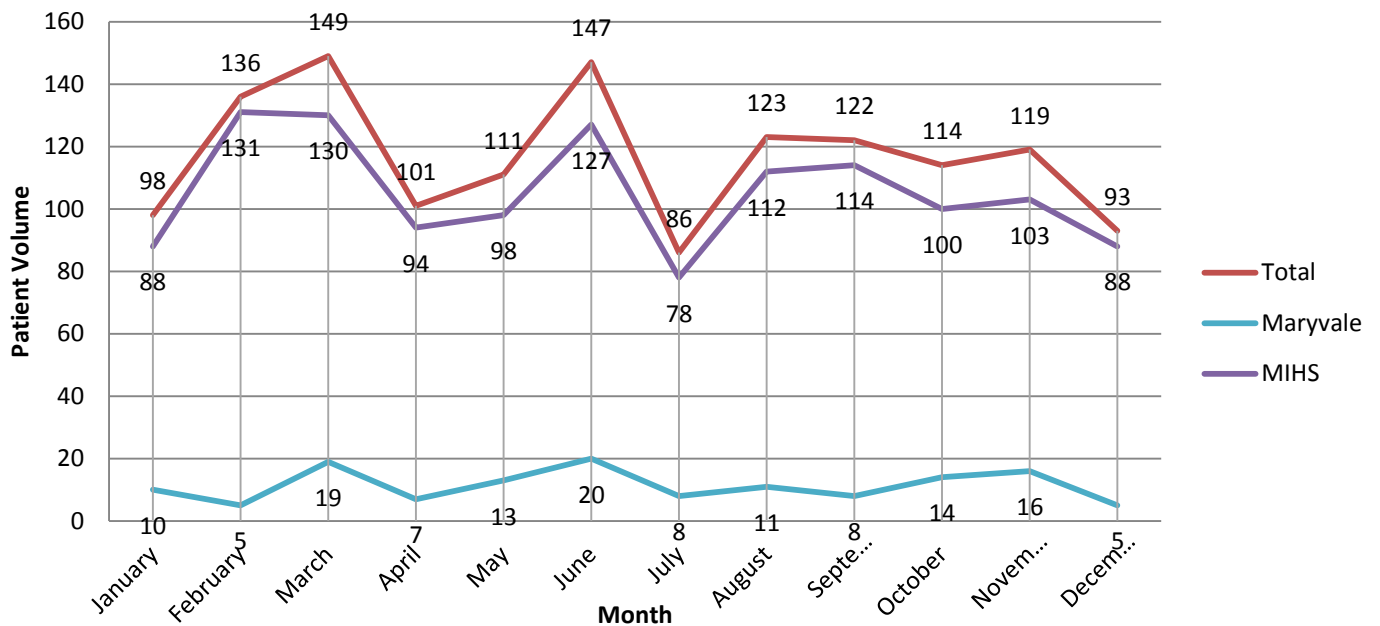
2016 Fast Facts

- 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.

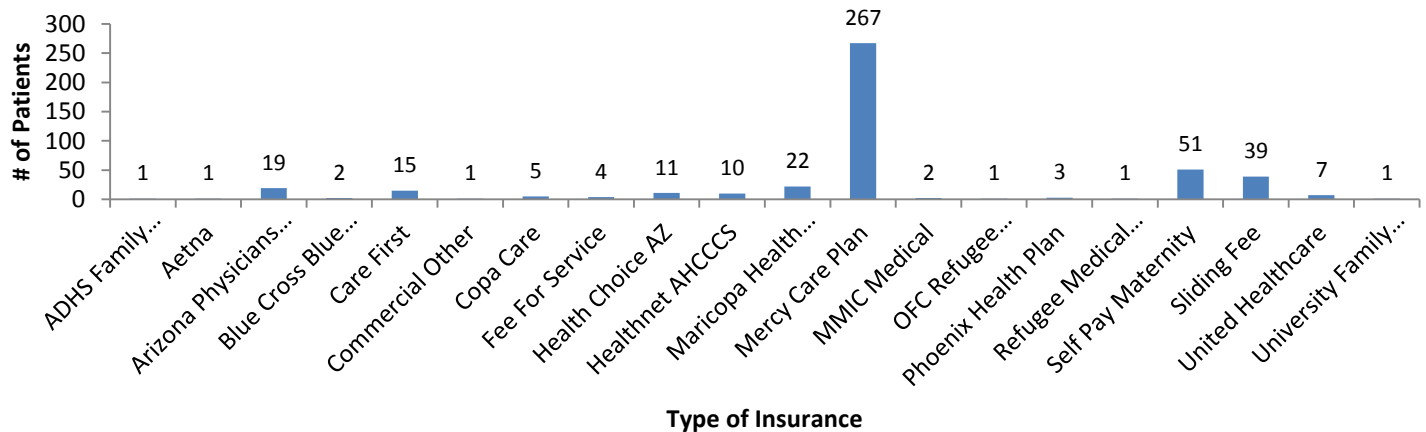
2016 Total Visits by Type



2016 Clinic Patient Volume by Month



2016 Patient Insurance Coverage

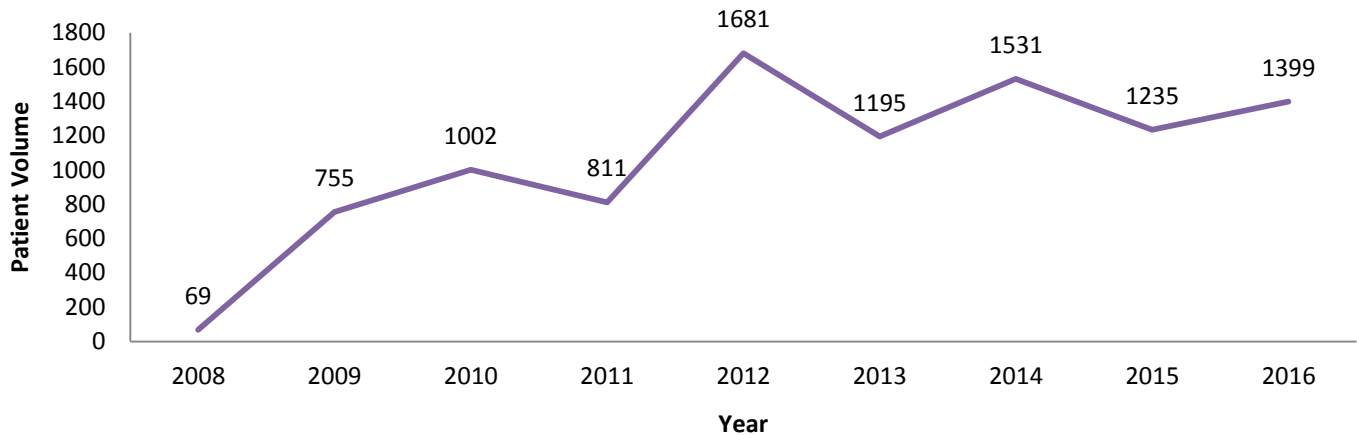


Overall Clinic Report

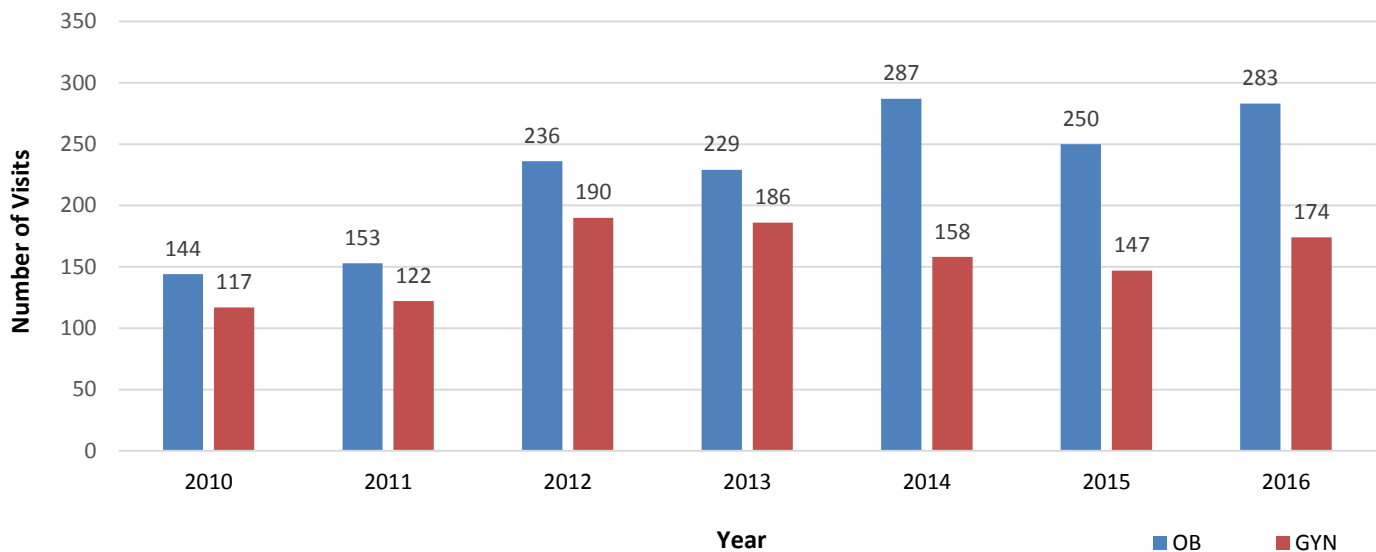
Fast Facts

- 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 1,000 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)



Awards and Recognition

Funding Awarded to Arizona State University to Improve Female Genital Cutting-related Health Services in Arizona

In July 2016, Dr. Johnson-Agbakwu, as a PI at the Southwest Interdisciplinary Research Center at ASU, was awarded a grant from the U.S. Department of Health and Human Services Office on Women's Health to address the gaps and problems in the Female Genital Cutting (FGC)-related health services for women living in the U.S. who have experienced FGC.

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.



Clinic Program Updates

2016 Holiday Angel Project

A total of 505 refugees (with 321 passports) attended the RWHC Annual Holiday Angel Event on Saturday, Dec. 17th, 2016 to receive gifts! This is the highest attendance we have ever received! We collected and distributed 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! Just as incredible, from October to December, we had over 225 volunteers who volunteered over 880 hours to make this event possible! This is amazing!! We cannot thank everyone enough for their help and support.



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, 550 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 2016, 61 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

Upcoming Conferences

World Health Organization: Female Genital Multiligation/Cutting Management and Prevention,

- March 13-14th in Geneva, Switzerland
- FGM/C: Healthcare Experience and Prevention Efforts from the U.S. Context – Dr. Crista Johnson-Agbakwu (keynote lecture)

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

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

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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