



REFUGEE WOMEN'S HEALTH CLINIC

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

Letter from the Program Manager



Greetings to all! First and foremost, we would like to thank all of our partners, without whom the accomplishment of the RWHC mission would not be possible. We would also like to extend our sincerest gratitude to all of our patients who have accepted MIHS-RWHC as their medical home.

This year, the RWHC has gained national recognition by being featured in the 2015 Gage Awards Program during the VITAL 2015 for the America's Essential Hospitals Annual conference. Additionally, the research team of RWHC attended the fourth North American Refugee Health Conference in June, where they presented on multiple topics: 1) Reproductive Life Planning in the Refugee Community 2) Providing Culturally-Grounded Services for the Refugee Women of Phoenix: A Community Partnership Model for Integrated Care 3) A Culturally-Informed Educational Program to Promote Sexual Health and Well-Being among Refugee Women 4) A Community-Based Participatory Project: Promoting Healthy Burmese and Bhutanese Refugee Communities.

This fall, we are also proud to have launched Phase II of the REPLAY project: Focus on the Role of Men and Religion. The study involves an evaluation of the preconceptions of health literacy for refugee couples. Preconception health education is critical for all patients, especially those with limited health literacy and low English proficiency. The primary objectives of the study are to educate couples about reproductive life plans and birth spacing and to assess readiness for behavior change. It is anticipated that couples will have an increased comprehension that a Reproductive Life Plan is not only about birth control. If you know of anyone who might be interested in participating, please let us know. Sessions will be conducted on Sept. 12th for the Somali and Burmese groups and Sept. 20th for the Iraqi and Kirundi groups.

Lastly, the Serrano Village apartment complex on Camelback has recently changed ownership, and we are pleased to announce that Skye Guina, the new owner, has agreed to continue the partnership that Georgia Sepic started. We are excited to share that we have secured the space to conduct trainings and education. We officially welcome her to the RWHCAC.

Together, as partners of the RWHCAC, we will ensure that refugee families receive the quality and accessible healthcare that they deserve.

Sincerely,

Jeanne Nizigiyimana, MA, MSW

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Calendar of Events

September

11th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

12th and 20th – REPLAY Sessions, times and locations to be confirmed

22nd – Arizona Refugee Resettlement Program Quarterly Meeting, 9am-3pm, Auditorium 1 & 2, MIHS Admin Building

October

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

November

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

December

4th – RWHCAC Quarterly Meeting, 9-11:30am, Auditorium 2, MIHS Admin Building

11th – Refugee Patient Education Class, 1:30-5pm, Auditorium 2, MIHS Admin Building

18th – Holiday Angel Celebration for Moms, 2-8pm, 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 six working subcommittees:

Public Relations

Resource Development

Program Promotions

Strategic Planning

Education

Research

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

RWHC Welcomes Its New Interns!

In the last few months, the Refugee Women's Health Clinic has welcomed four new interns to our team:

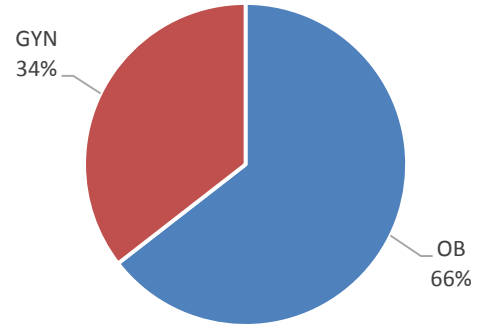
- **Dr. Sakshi Parasher** is a general physician from India and is an MPH student at ASU. She has previously worked with rural and underserved populations in India and in the US, as this is her passion. At RWHC, she is a public health intern where she has been carrying out behavioral health screenings for refugee women.
- **Meera Doshi** is a junior at Barrett, the Honors College at ASU. She is a pre-health biomedical engineering major with a minor in sociology. In addition to serving on the Political Advocacy Taskforce in the Research Subcommittee of the Refugee Women's Health Coalition, she is an intern at the clinic this semester.
- **Kira Anderson** is a graduate student at ASU pursuing a Master's degree in Social Justice and Human Rights. She spent a year as an AmeriCorps VISTA with MIHS and recently interned with the RWHC. She is now returning to research health literacy for her thesis.
- **Zamzam Hashi** is a junior at ASU studying genetics and developmental biology. She has been volunteering at the RWHC for nearly 2 years under the OB/GYN research department. Her goal is to become a healthcare provider for individuals from lower socioeconomic standards with a heavy emphasis on refugee women, men and children.

2015 Clinic Report (1/1/15-8/26/15)

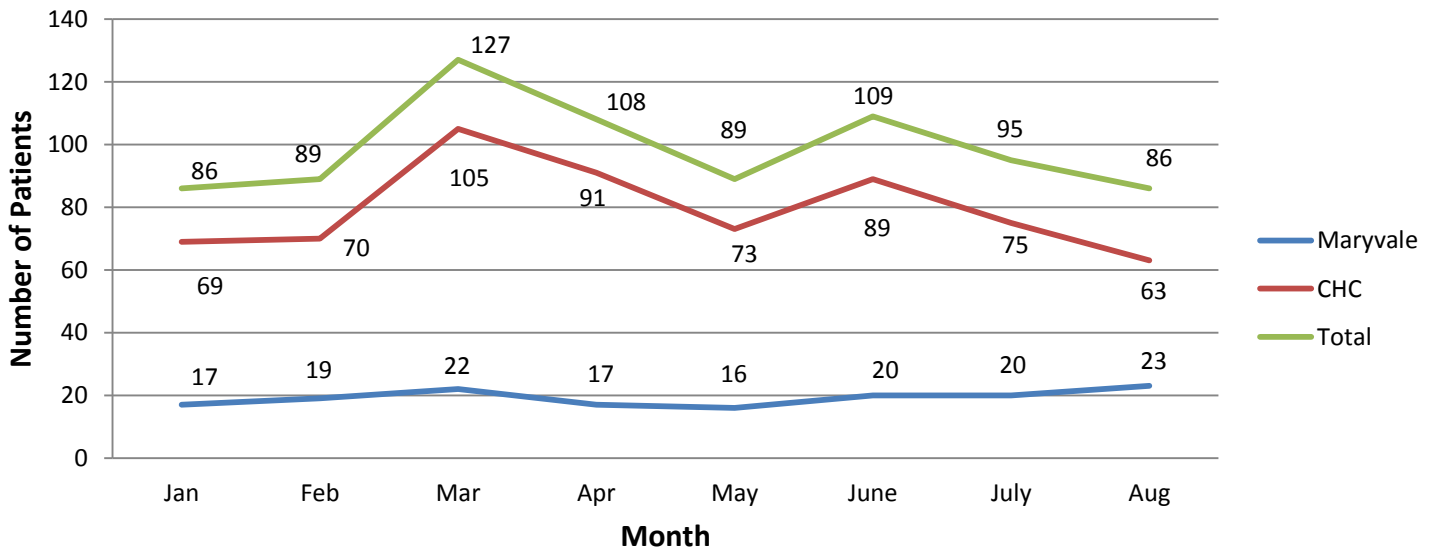
2015 Fast Facts

- So far in 2015, RWHC has seen 285 patients through 789 appointments.
- Nearly 87% of visits to the MIHS clinic and 80% of visits to the Maryvale clinic were obstetric appointments.
- Patients spoke over 20 different languages.
- The majority of patients (54%) were covered by Mercy Care.

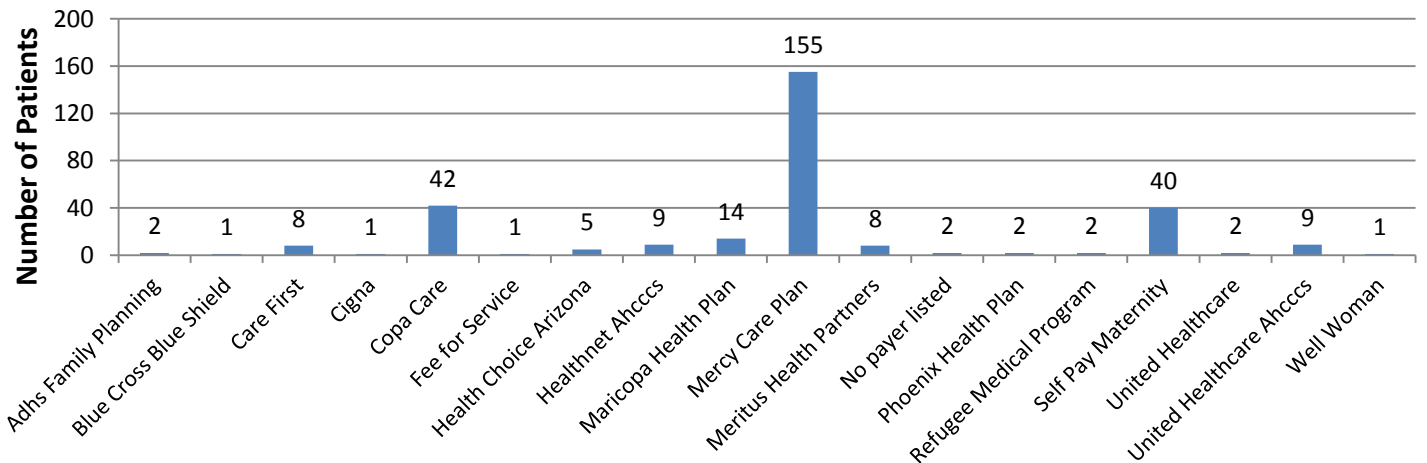
2015 Patients by Type



2015 Clinic Patient Visits by Month and Location



2015 Patient Insurance Coverage

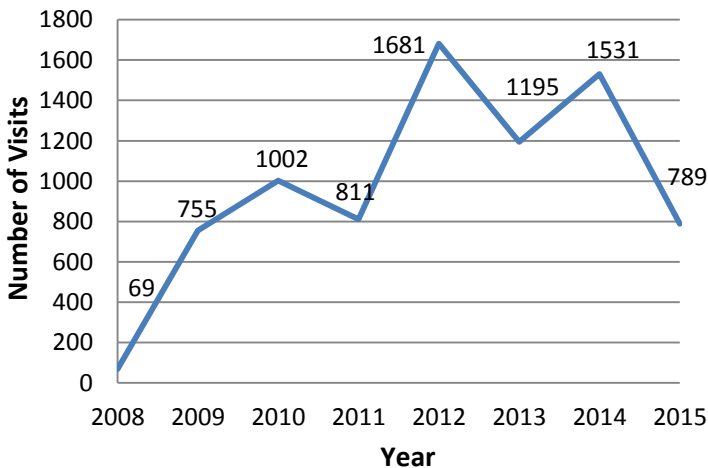


Overall Clinic Report

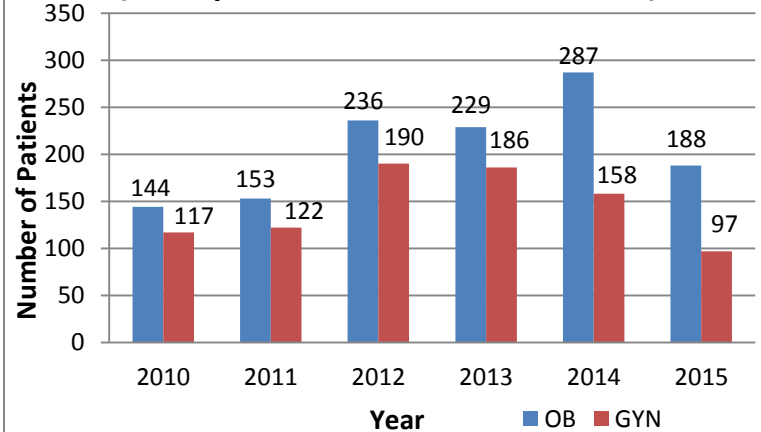
Fast Facts

- From 2008 to 2014, RWHC saw nearly 4,000 patients, many of whom have made the Clinic their medical home.
- Since 2008, clinic providers have held over 7,000 appointments and have helped deliver more than 700 babies.
- Patients have come from 49 different countries, speaking 41 different languages.
- RWHC employs 5 Cultural Health Navigators, who work directly with patients as care coordinators and interpreters; between them, they speak 11 different languages.

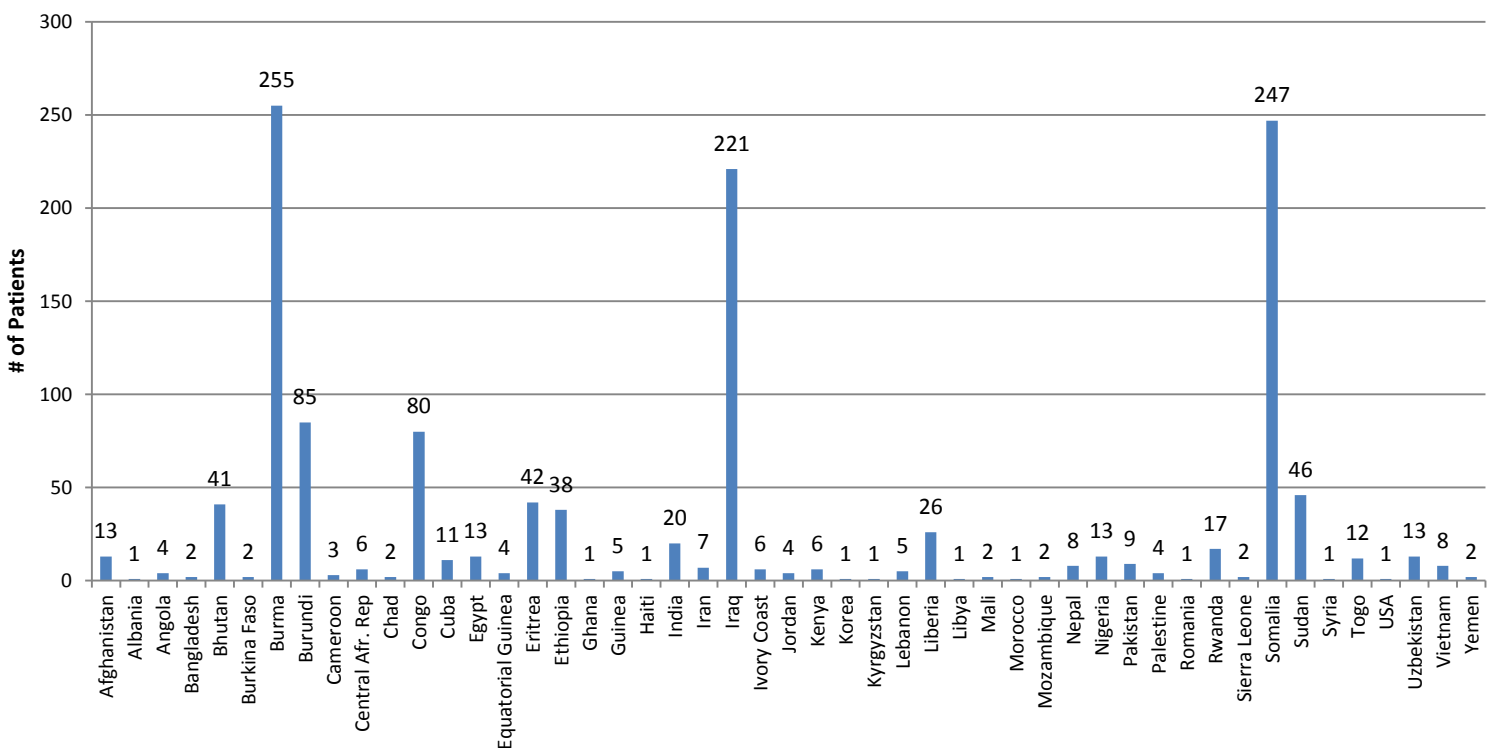
Patient Visits by Year



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



Patients by Country of Origin 2010-2014



Awards and Recognition

Mayor Visit

On July 9th, Phoenix Mayor Greg Stanton visited the hospital for a tour of the Refugee Women's Health Clinic. Mayor Stanton met with the Director of the Women's Healthcare Center, Dr. Patricia Graham, Directors of the RWHC, Dr. Crista Johnson-Agbakwu and Jeanne Nizigiyimana, nursing and medical assistant staff, and our Cultural Health Navigators.



Clinic Program Updates

Call for Angel Donors

This year's Holiday Angel Drive is quickly approaching, and we are in great need of donations. Household, childcare, and clothing items are most in demand, particularly bed comforters, diapers, baby wipes, baby blankets, and laundry detergent. Last year's event was a great



success, as we collected enough donations to fill four auditoriums, and over 450 women attended the event to receive these much-needed items. This year, we anticipate that even more families will attend, and we hope to collect an even greater number of donations.



New Women's Health Curriculum

A new curriculum on Women's Health is currently under development and will be completed within the next few months. Included are topics such as anatomy of the female body, life stages, family planning methods, preventative care, and pregnancy.

Expectant Mothers Classes

The Refugee Women's Health Clinic has offered monthly educational classes to expectant moms since 2010. So far in 2015, 47 women have attended the classes and received education around access to care, labor and delivery, postpartum and infant care, infant CPR, nutrition and exercise, and car seat safety. 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; this ensures there is no delay in their ability to take their newborn home. Year to date, the Clinic distributed over 120 car seats to expectant mothers, both for their new baby and for any children at home who may be lacking a seat.

Research Project Updates

Completed Research Projects

- A Culturally-Informed Educational Program to Promote Sexual Health and Well-Being Among Refugee Women
 - Women learned about women's sexual health concerns
- Aku Anyi Swastha (Help for Health): Initiative for Healthy Burmese and Bhutanese Communities in Arizona
 - 307 Burmese and Bhutanese refugees were successfully enrolled in health care plans
- Phase I of MOD-REPLAY by Dr. Johnson & AKU
 - 87 participants
 - Demonstrated improved health literacy
 - Participants desired more health education and inclusion of their spouses

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
- Phase II of Reproductive Life Planning in the Refugee Community: Focus on the Role of Men and Religion

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: 602-252-0894
(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)