



Improving Access and Providing Women's Health Care Among Diverse Populations

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CHCANYS

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11:00-12:30 p.m.

Today's Presentation

- Goals for panel discussion
- About Refuah
- Improving the health care outcomes of Orthodox women



Today's Discussion

- This panel will explore the needs, challenges, and successes in providing primary and preventive care to women in specific populations: Orthodox Jewish women, homeless women, Latinas
- Topics will include cultural perceptions of health and health care, how to address language and cultural needs, strategies for improving access to and acceptance of preventive care such as Mammograms and Pap tests, and lessons learned across populations

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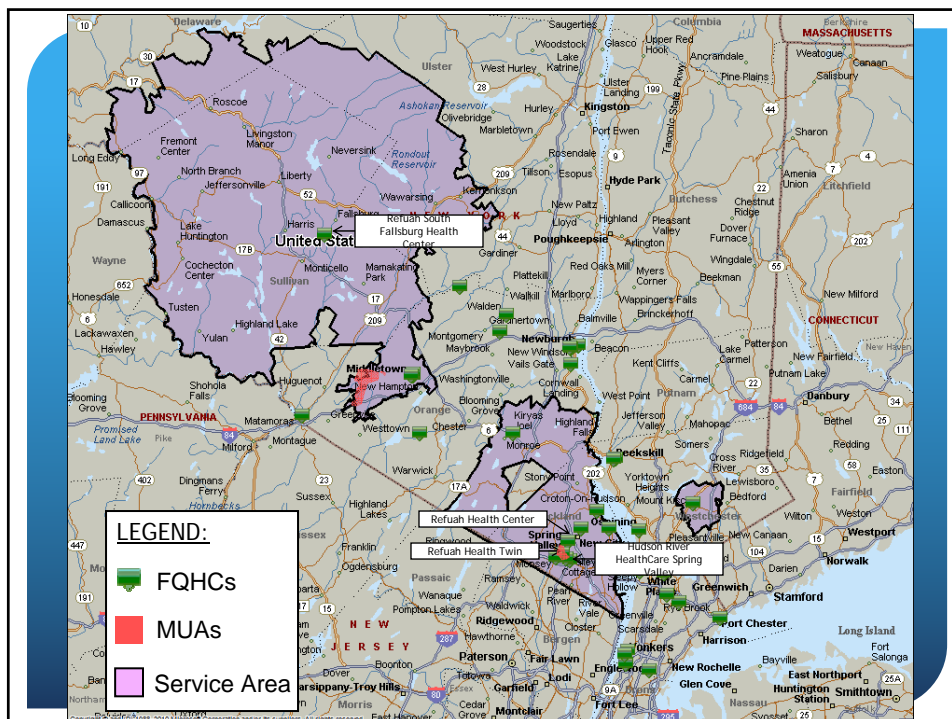
Discussion Objectives

- Understand the needs and social norms of women in specific populations
- Explore strategies in providing preventive and primary care and improving access to care
- Learn about culturally-tailored education, outreach, and services



Refuah Health Center: Background

- Established in 1992 to meet the health care needs of underserved populations in the area
- Approved as an FQHC in 2002
- Now serves the underserved in Rockland County, Sullivan County, and a few towns in Ulster and Orange Counties



Refuah Health Center: Background

- In 2011, Refuah served 30,867 users with 156,015 visits.
 - More than a 13% increase in both users and visits from 2010.
- Three health centers and one subrecipient site
 - Two centers in Spring Valley; one in South Fallsburg
 - Lead grantee for a sister center in Spring Valley operated by Hudson River HealthCare as a sub-recipient to Refuah
- Five mobile medical vans



Refuah's Patient Population

- Initially primarily served the Orthodox and Hasidic Jewish population in New Square
- As the area's population has changed, Refuah expands its services and outreach
- Now also serves an increasing number of Latino and Haitian immigrants

Improving Orthodox Women's Access to Care at Refuah

- Barriers to care:
 - Routine preventive and primary care not a focus; many do not seek care unless they are pregnant
 - Many will not go to male OB/GYNs
 - Cultural barriers against acknowledging cancer
 - Many do not drive and have large families, which makes transportation especially challenging

Improving Orthodox Women's Access to Care at Refuah

- Solutions:
 - Refuah designed and built a Women's Health Center
 - Every detail of the center—from the non-institutional furniture to the cloth gowns—was selected to make women feel comfortable.
 - Exam rooms are designed to accommodate patients and their children
 - Offers a wide range of services, including onsite digital mammography and bone density testing that gives women rapid results

Improving Women's Access to Care at Refuah

- Solutions (continued):
 - More female OB/GYNs will join Refuah this fall; one has already started
 - Offer five free shuttle vans that transport women and their families to Refuah
 - Make more than 40 regular stops throughout Spring Valley
 - Prioritize hiring women from the community in order to increase comfort with Refuah's services

Improving Women's Access, Cont'd

- Outreach:
 - With new grant funding, will be conducting outreach to increase rates of cervical cancer screening and other health screenings among women we serve, including Orthodox women
 - Hiring a Medical Assistant to do targeted outreach to women to increase screening rates, capture screening results when Refuah patients visit other OB/GYNs, and provide clinical support for providers

Questions?