Empowering Our Communities: *A Community Health Center Perspective*

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AAPCHO: Advocacy, Collaboration, and Leadership to improve **access to health care services and improve the health status** of Asian Americans, Native Hawaiians, and Pacific Islanders

Empower: enable to reach potential – to improve the health status of our communities.

- It takes a community to improve the health status of a community!
- Our communities are majority owners of the Community Health Centers (CHCs) that serve them!

Jocelyn Elders: *We do not have a health care system we have a sick care system. The sicker you are, the more we doctor you. Criminal have universal health care*. Communities have the power to change that reality and CHCs have an obligation to provide the required leadership. We must enable our communities to acknowledge the unacceptable elements in our midst; to work together to remove them; and to strive for the desired future.

CHCs keys to success: **G**overnance, **E**ligibility, **A**ccess, and **R**esponsiveness

Main elements of a good health care system:

Availability: The amount and types of health services that can be produced given the supply and feasible alternative allocation of resources (personnel, equipment, facilities, and finances) to produce those services.

Accessibility: The ability of a population or a segment of a population to obtain available health services. This ability is determined by economic, temporal, geographical, architectural, cultural, organizational, and informational factors which may be barriers or facilitators to obtaining services.

Acceptability: The level of satisfaction expressed by consumers of services and providers of services with the availability, accessibility, cost, quality, continuity, courtesy, and consideration of the health system.

Continuity: The extent of effective coordination of services provided to individual patients and the community over time, within and among health care settings.

Cost: All expenses incurred in producing and delivering health services.

Quality: The degree to which services provided are properly matched to the needs of the *community*, are technically correct, and achieve beneficial impact. Quality can be considered in three dimensions: (1) structural aspects of resources and services, (2) process of producing and delivering services, and (3) outcomes of services on health status, environment, and/or behavior.

"Of all the injustices…

Jocelyn Elders – ten little words