

# An Evaluation of Enabling Services at Community Health Centers: Preliminary Results Heidi Park, Ph.D.,

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# BACKGROUND

### What are enabling services?

 Non-clinical supportive services aimed to increase access to health care and improve outcomes of treatment

• Includes case management, financial counseling, health education and supportive counseling, interpretation, outreach, and transportation

### What stimulated the project?

• Lack of data on enabling services

 Increasing importance of enabling services to patients & providers

 Need for resources to sustain services that are nonreimburseable or inadequately funded

# **PROJECT GOALS**

• Develop an enabling service database at health centers serving predominantly Asian Americans & Pacific Islanders (AAPIs)

• Evaluate the cost of enabling services at health centers

• Examine how enabling services relate to health care access, utilization, & outcomes

### METHOD

### Sample

• 5,862 patients (9,821 encounters) from 4 community health centers (Hawaii (2), New York, Washington)

• 64% Male, 36% Female

### •Average Health Center Characteristics:

# of Users	# of Medical Encounters	% AAPI	% at or below 100% Poverty (FPL)	% Uninsured	% best s languag English		

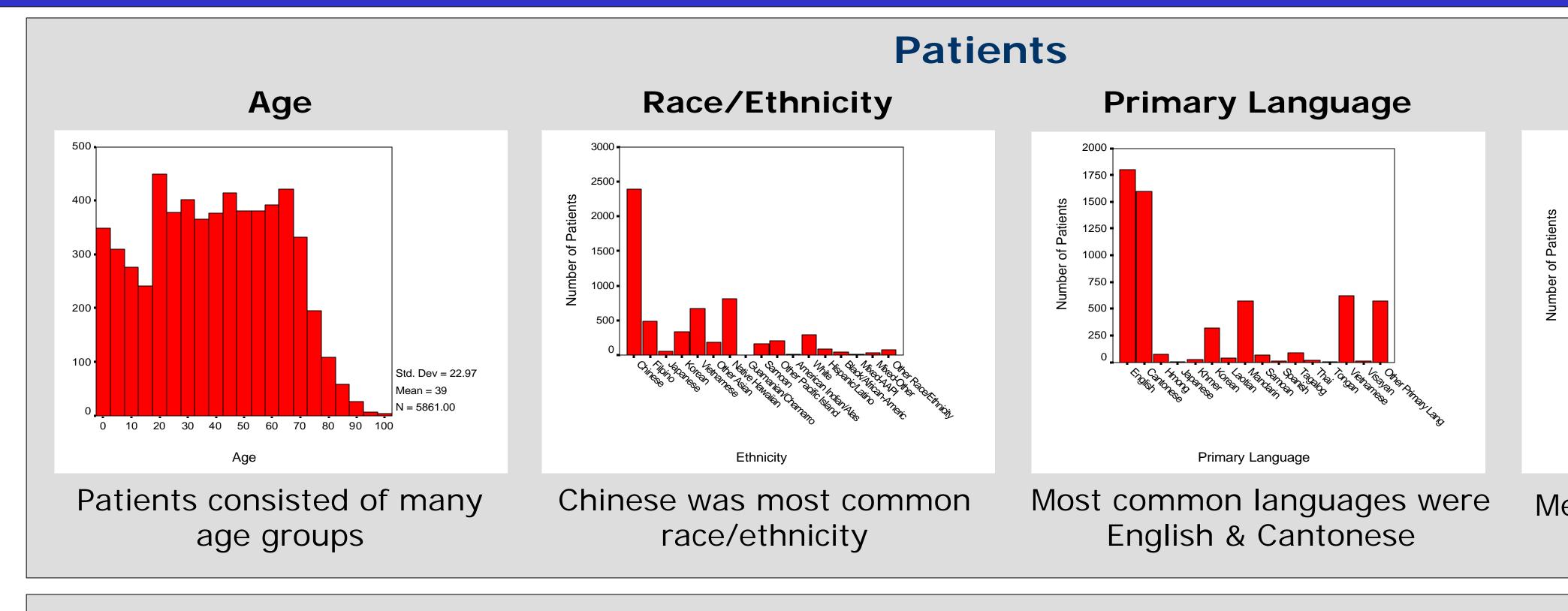
### Procedure

- Define enabling service categories & data collection variables
- Develop data file layout manual
- Develop enabling service encounter form (see below)
- Develop enabling service data collection protocol
- Collect 16 weeks of data between May-September 2003

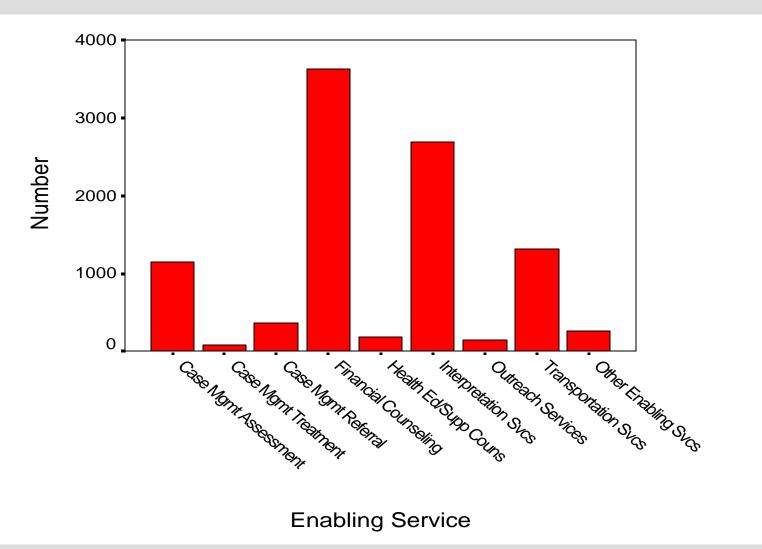
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PROVIDER INFORMATION	<ul> <li>ε Case Manager (dedicated)</li> <li>ε Eligibility/Financial Worker (dedicated)</li> <li>ε Health Educator (dedicated)</li> <li>ε Counselor/Therapist (dedicated)</li> <li>ε provided irlanguage oth</li> </ul>	:	d) ortation dedicated) olease specif		Worke ε Cour (licens ε Dent ε Medi	er nselor, seð ist ical As	y Health /Therapi ssistant , RN, LV	st	ε Physic ε Social (certified	Worker ป) onal Hea	sistant					

Association of Asian Pacific Community Health Organizations

Funded by the California Wellness Foundation, MetLife Foundation, & the Office of Minority Health







Majority of encounters were Financial Counseling & Interpretation



### Summary

 Culturally & linguistically appropriate enabling services, provided by community health centers, are used widely by Asian Americans & Pacific Islanders.

• Enabling services are important for improving health care for AAPIs by reducing barriers to care & ethnic disparities in health.

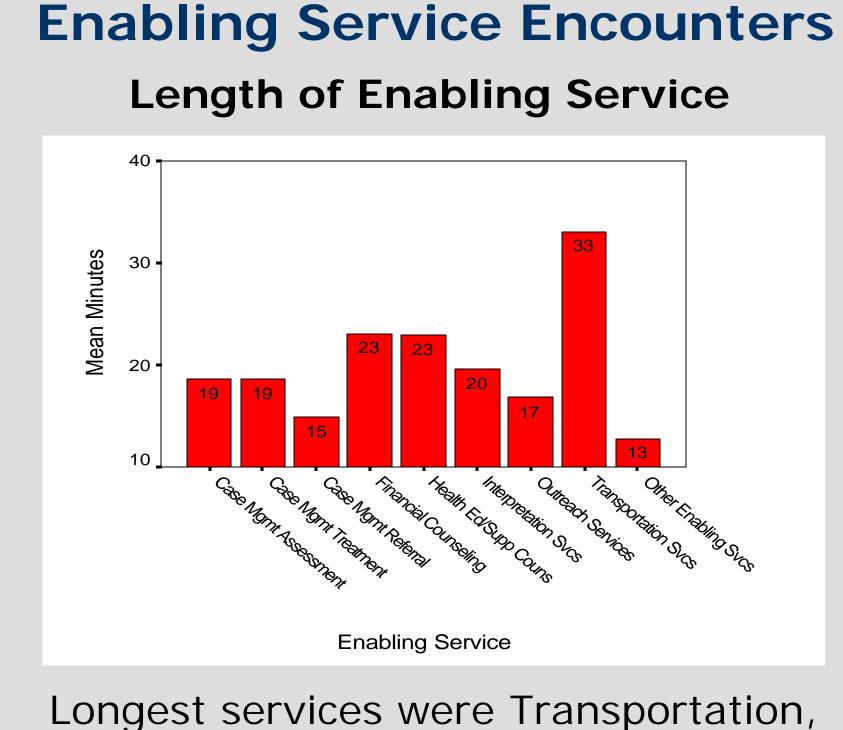
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### 50.8%

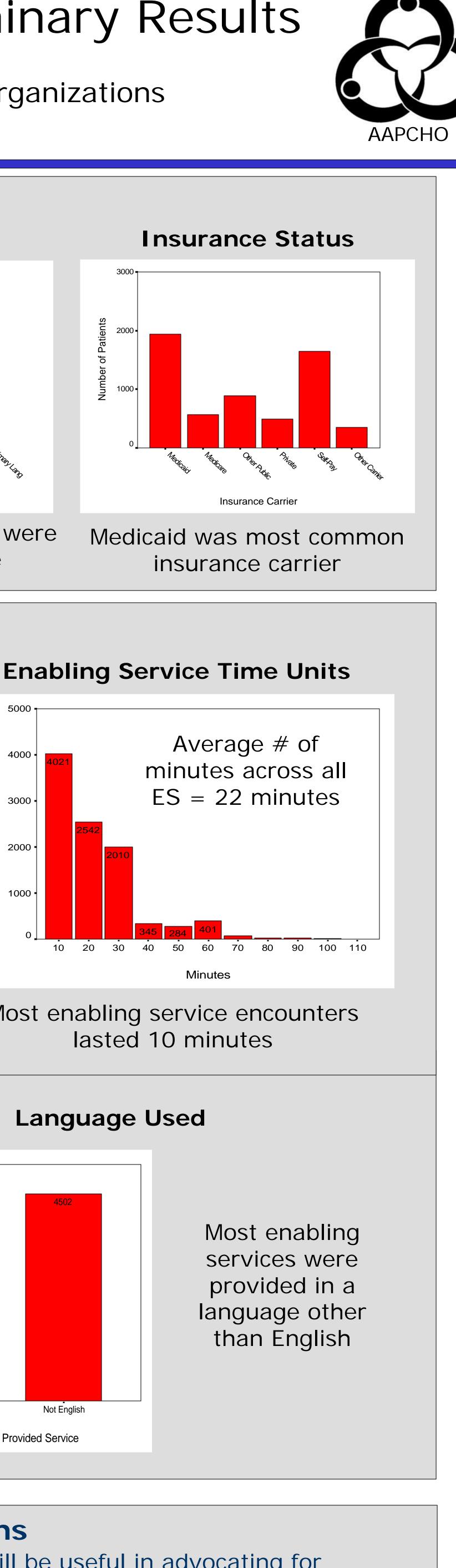
Source: UDS 2002

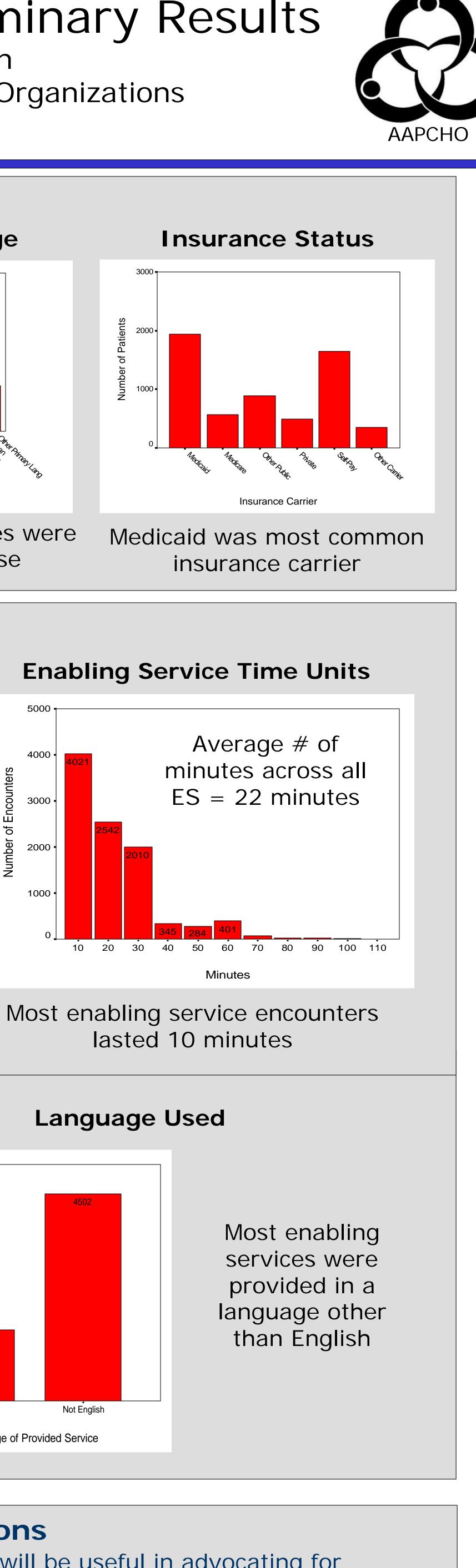


Rosy Chang Weir, Ph.D., Linda Tran



Financial Counseling, & Health Ed





## **Policy Implications**

• The evaluation data will be useful in advocating for reimbursement of enabling services. • The data will be used to illustrate the need for enabling services & increased attention to comprehensive & quality culturally & linguistically appropriate care for vulnerable and diverse populations.