

# An Evaluation of Enabling Services at Community Health Centers: Preliminary Results

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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 non-reimbursable 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 served by language other than English
17,258	68,215	81.8%	71.5%	25.8%	50.8%

Source: UDS 2002

### 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

### Encounter Form

**PATIENT INFORMATION**

Service Site:  Patient ID:  PK DOB W/OY:  PK Gender:  PK Zip Code:

Appointment Type (check only one):  Scheduled  Walk-in  Other

Appointment Type (check only one):  Scheduled  Same-day Referral  Walk-in

Payor Source (time of service):

Insurance (time of service):

Primary Language (check only one):  English  Spanish  Other

Race/Ethnicity (check only one):  White  Black/African American  Hispanic/Latino  Asian  Other

Enabling Service:

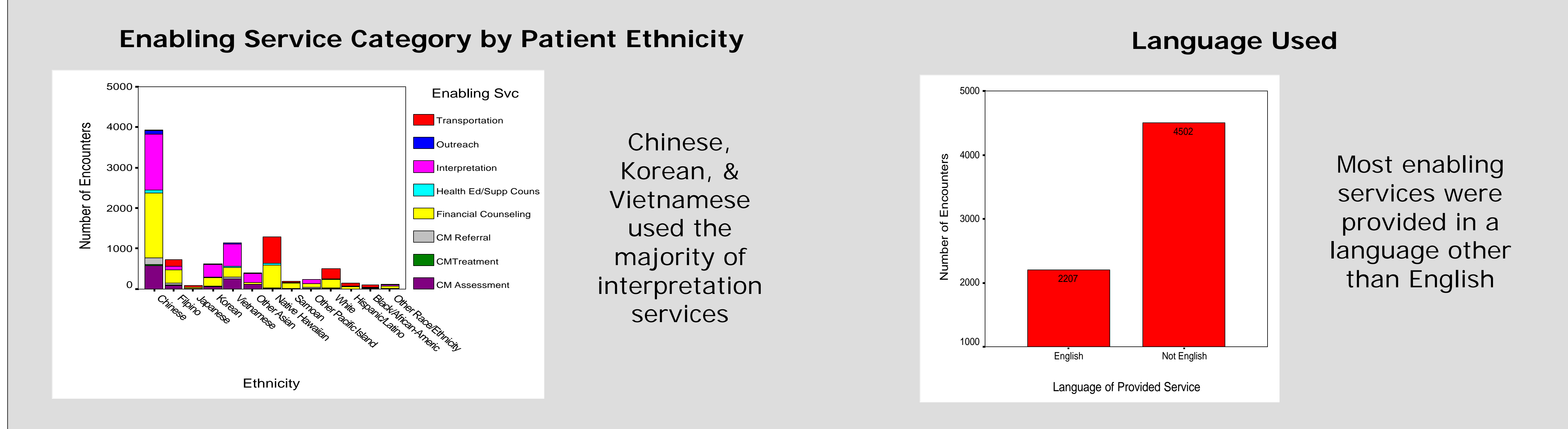
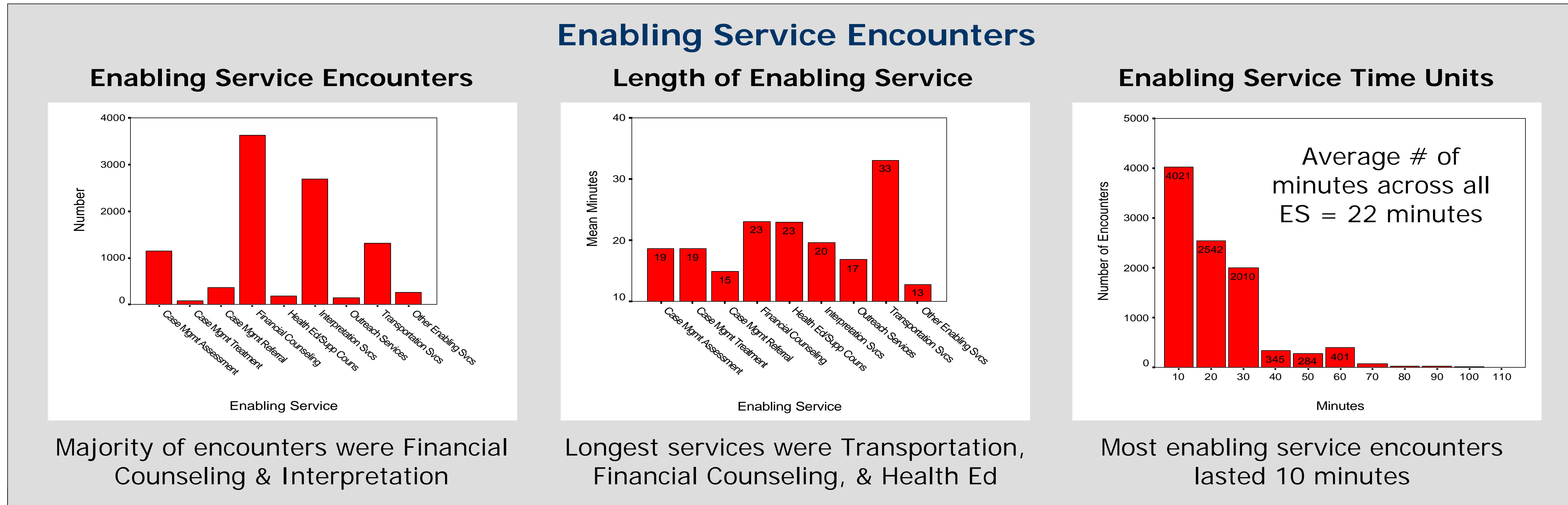
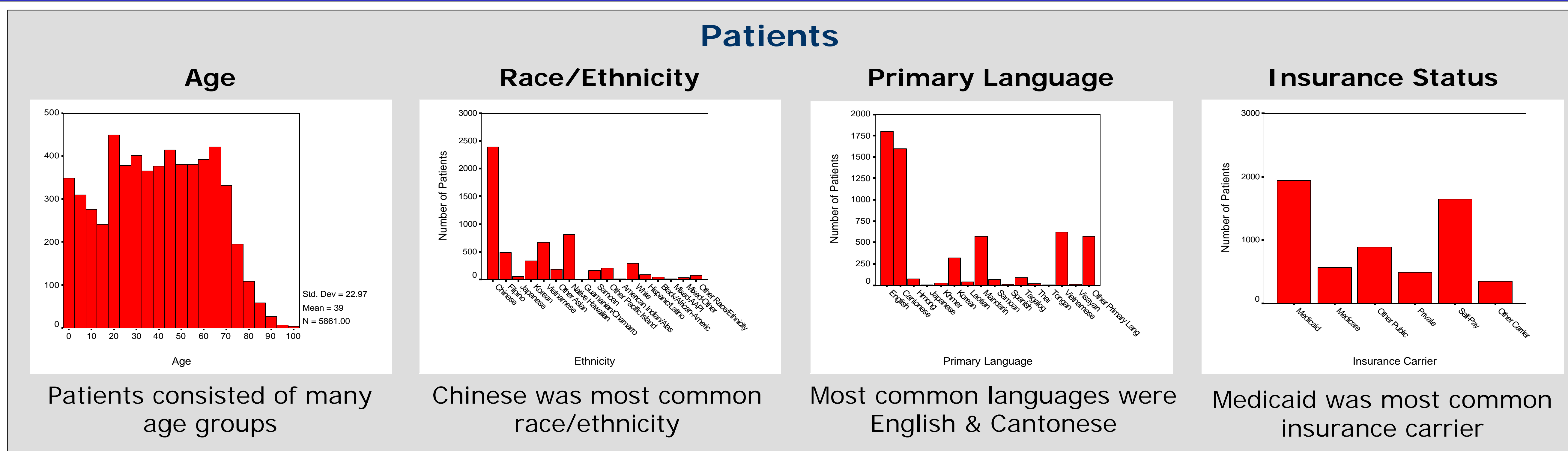
Code:  Hours:  Minutes:

Provider Type 1:

Provider Type 2:

**ENCOUNTER DATA**

**ENCOUNTER DATA**



### 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.

### 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.