



## ANNUAL REPORT

2014

CHARLES B. WANG COMMUNITY HEALTH CENTER

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# Dear Friends,

For more than 40 years, the Charles B. Wang Community Health Center has been removing barriers to high quality health care for patients who are medically underserved, with a focus on Asian Americans. From our modest beginnings as a free clinic run by volunteers, we have evolved to become a leading community-based primary health care provider in the New York metropolitan area for Asian Americans.

Today, our team of bilingual and bicultural care team works together to help patients achieve their highest level of health. As a Level III Patient-Centered Medical Home recognized by the National Committee for Quality Assurance, we meet national standards for delivering comprehensive, whole-person and evidence-based health care for patients regardless of their ability to pay. In December 2014, we were recognized by the federal Bureau of Primary Health Care as a National Quality Leader. The award is given to high performing health centers that meet or exceed the national benchmarks for quality care. Only one to two percent of 1,300 community health centers in the U.S. received the award.

We are proud to be part of America's network of community health centers. Community health centers started as a small pilot program as part of President Johnson's War on Poverty. Fifty years later, health centers have not just survived, but have expanded into the largest system of primary care in the nation. In more than 9,200 communities in every state and territory, health centers provide primary medical, dental, and behavioral health services to more than 23 million patients. We are demonstrating that locally governed health care can improve lives while lowering health care costs.

We are grateful to our partners and supporters for supporting our mission to deliver excellent care and services to the community. Together, we can ensure that all Americans have access to high quality health care regardless of their ability to pay.

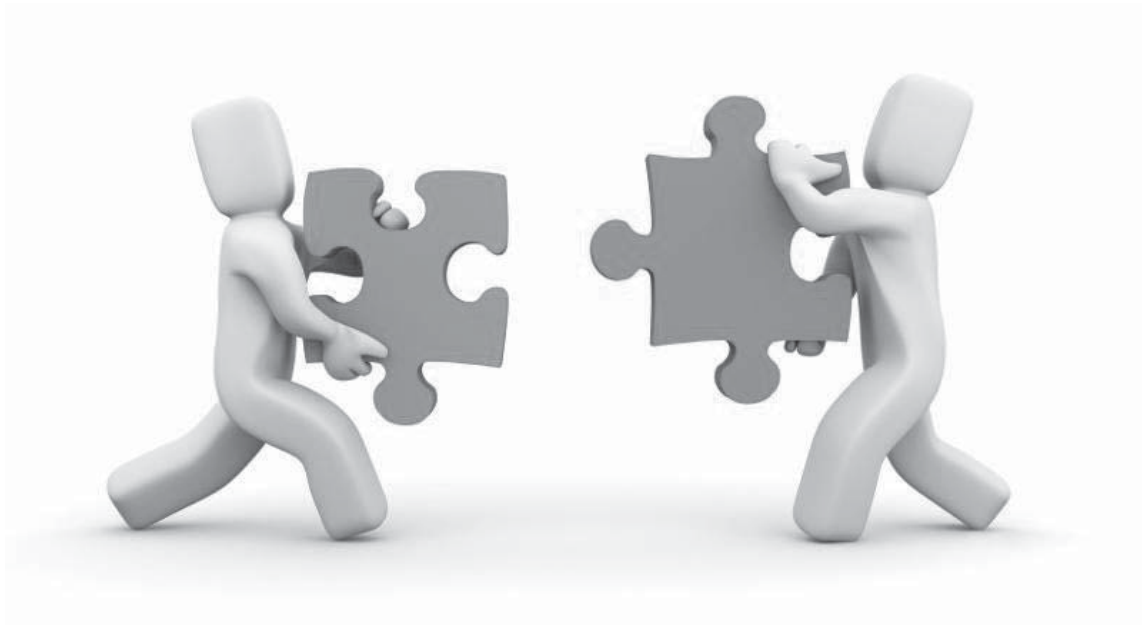


Ken Chin, Esq.  
Board Chair



Jane T. Eng, Esq.  
Chief Executive Officer

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# Working Together to Bring You the Highest Quality of Health Care

**The Charles B. Wang Community Health Center is a federally qualified health center. We operate in neighborhoods with high needs, and meet federal standards for clinical, administrative and financial performance.**

The Health Center is open seven days a week, and offer services in four locations in Lower Manhattan and in Flushing, Queens. Our physicians have admitting privileges at referral hospitals to ensure continuity of care. We have a system in place to make sure that no patient is denied health care services due to an individual's inability to pay, and fees are adjusted for eligible patients based on income. The Health Center has an ongoing Quality Improvement/Quality Assurance program that includes periodic assessment of the appropriateness and quality of services provided. To ensure community accountability, the majority members of our governing board are Health Center patients. We also conduct regular assessment to identify the needs of the target population and update our services based on these assessments.

# In 2014

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48,946

Total patients served

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269,469

Total service visits

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89%

Patients best served in language other than English

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84%

Patients with incomes at or below 200% of poverty

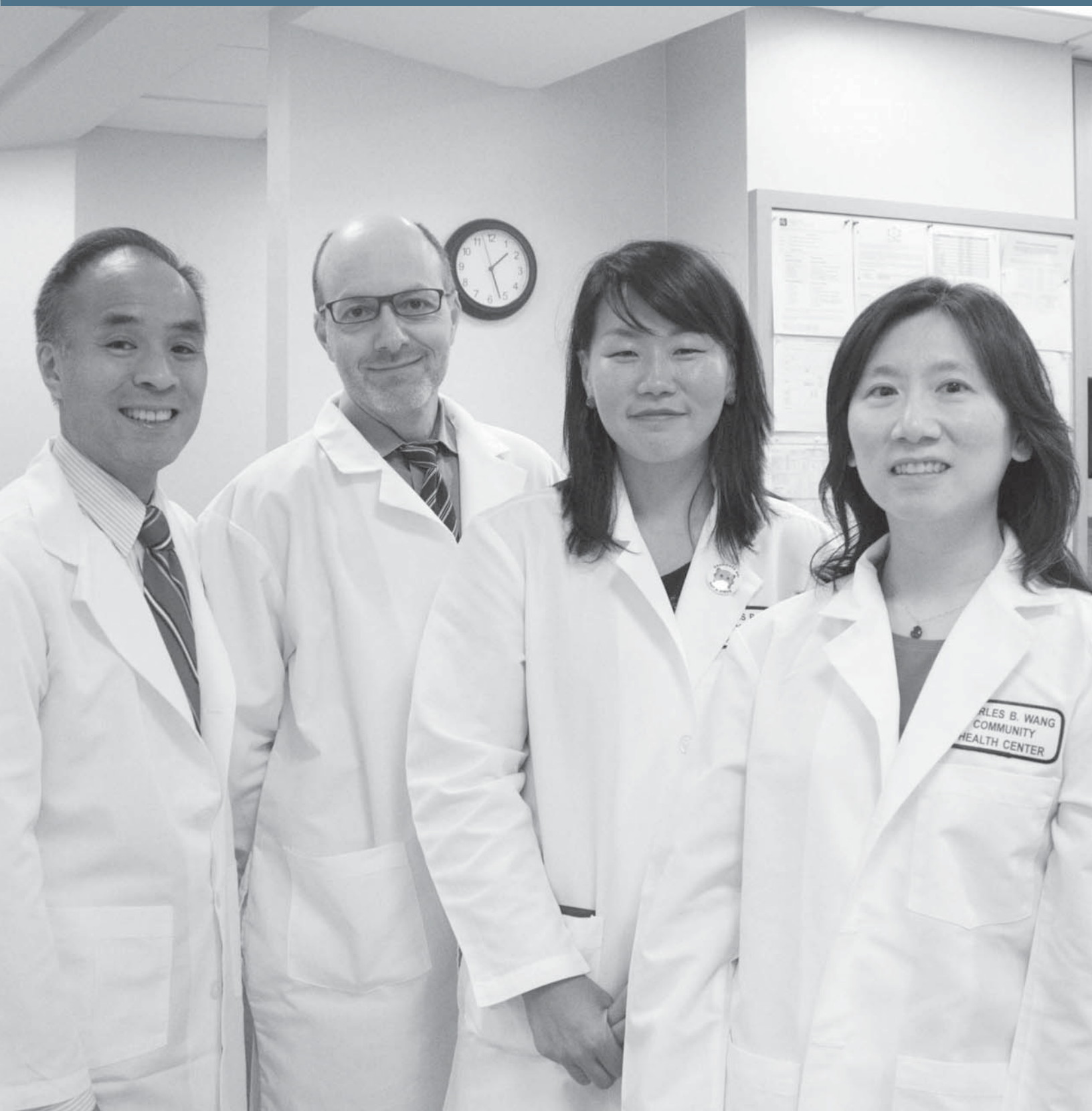
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20%

Patients with no health insurance

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# Internal Medicine



- Primary care for patients 18 and older
- Screening, health counseling and treatment for cholesterol, diabetes, high blood pressure, sexually transmitted infections, smoking, and cancer
- Same day appointments for urgent care
- Comprehensive hepatitis B care program with low cost monitoring visits, lab testing, and pharmacy benefits assistance for the uninsured
- Counseling and self-management support by Certified Diabetes Educators
- Specialty care in optometry, urology, hematology, pulmonology, and nephrology
- Nutrition counseling by registered dietitians by appointment
- Referrals and coordination of care with specialists and hospitals

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"I've gone to the Charles B. Wang Community Health Center on Canal Street for the last 8 years. This center provides better care for those of us who do not have insurance than when I had the best insurance plan on the market. My general doctor, Dr. Catherine Lee, is a wonderful and knowledgeable physician who follows up and lets you know with a phone call regarding any test you have taken and the result. They help me with sound advice and outstandingly good care."

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# Women's Health



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"Dr. Allan Ho, my gynecology doctor, is my HERO. He is a resonating symbol of hope for good health, a beacon of light for healing. He righted a long overdue wrong."

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- GYN care
- Family planning and reproductive health services
- Prenatal and postpartum care
- Delivery at partner hospitals
- Screening for breast, cervical and colorectal cancer
- Testing for HIV and other sexually transmitted infections
- Health education and nutrition counseling
- Breastfeeding education and support
- Care coordination and patient navigation



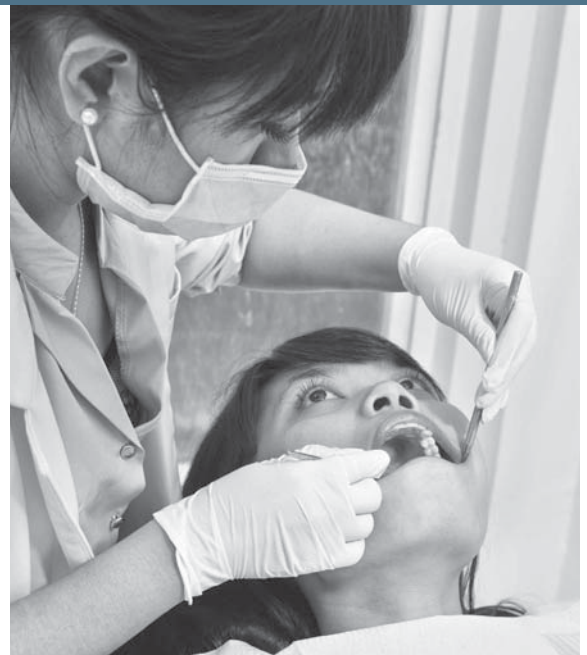
# Mental Health

- Services for primary care patients
- Diagnostic and treatment assessment for mental health disorders
- Medication management
- Individual and group therapies for adults, adolescents and children
- Mental health urgent assessment and intervention management of behavioral aspect of medical diseases
- Referrals and care coordination with mental health specialty clinics and hospitals



# Dental

- General examination
- Teeth cleaning
- Dental x-rays
- Dental fillings and crowns
- Tooth extraction
- Root canals
- Basic periodontal treatment
- Denture and bridge care
- Referrals and care coordination with specialists
- Outreach and health education programs to promote oral health





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"Your Health Center is the best medical center in NYC. I have been your patient for the past 10 years. Your doctors, nurses and front desk staff are the best. Everyone here is so nice, responsive and courteous. I will be your patient forever."

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# Pediatrics

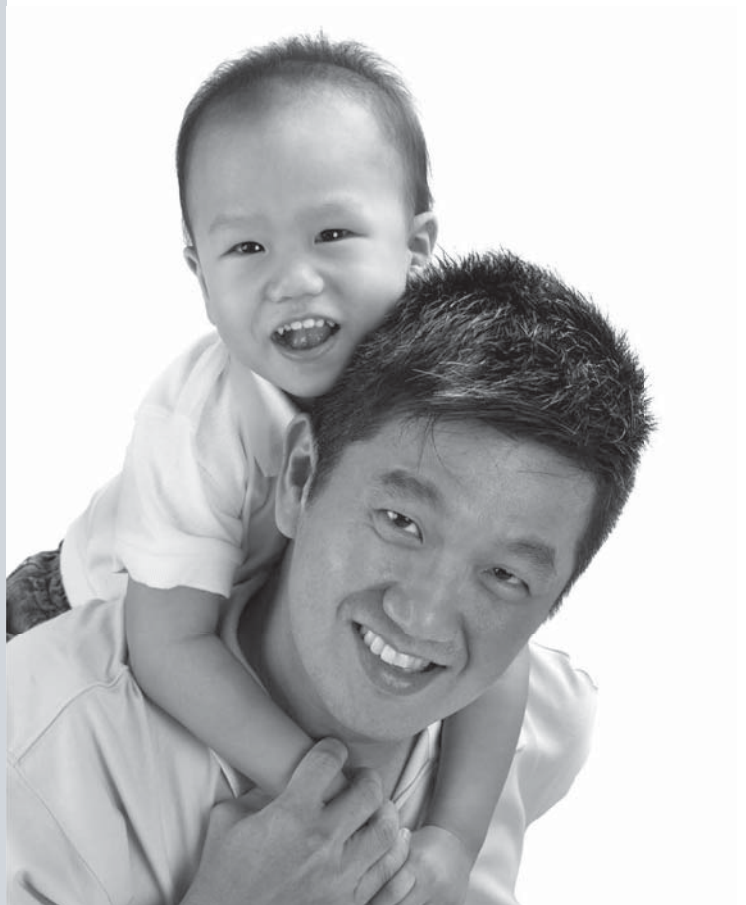


- Primary care for patients up to 21 years of age
- Regular check-ups, well-child visits, and immunizations
- Same day appointment for urgent care
- Nutrition counseling with registered dietician by appointment
- Specialty care in orthopedics, asthma, cardiology, gastroenterology, ADHD, and developmental delays by appointment
- Confidential visits for adolescent sexual health
- Reach Out and Read literacy program
- Teen Resource Center
- Teen Advisory Committee

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"Dr. Soohoo, I feel extraordinarily blessed to have you as my doctor for so many years. You are obviously intelligent but it is the care you bestow on your patients and your personal touch that make you one of a kind. I cannot imagine a doctor as approachable as you are. Thank you for everything."

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"Dr. Au, I really appreciate your unconditional love and care for us. From the moment my child was born to now, twenty years have passed.

You are still doing your best to organize everything for us regardless whether my child had to go to ER or being hospitalized.

You worked around the clock to help us communicate with the hospitals, provide translation and stay connected with us no matter what. Your work has exceeded what your duty is asking for. Your kindness eases new immigrant's anxiety and makes us feel warm. You are a selfless and responsible doctor. I am writing to express my gratitude and thank all your staff for their hard work."

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# Health Education

- Chinese/English language health education materials
- Chinese/English translation
- Group workshops for patients and community
- One-on-one counseling on preventive health and healthy lifestyles
- Chinese language radio and TV programs, and newspaper articles
- Digital and traditional media outreach



## Additional Services

- Women, Infants, and Children (WIC) program
- Health insurance enrollment
- Optometry services
- Nutrition counseling by certified dietitians
- Telephone or in-person interpretation
- Reduced cost medication for patients who qualify
- English and Chinese language patient portal
- Health careers training for staff, students and health professionals
- Dissemination of promising practices
- Research, evaluation and dissemination of promising practices.





# Social Services

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"I am a patient with type I diabetes for 14 years without managing it well. Every day I have headaches and feel fatigue and tiredness. Even though I was not a patient at your Health Center, I attended a workshop hosted by the Health Center in April. I can feel warm, responsibility and caring from the speakers who explained the content patiently. After that, I decided to transfer to your Health Center to see Dr. Tsun Y Shen. When I arrived at the front desk for my appointment, the patient service representatives provided me with great service and guide me to register. Dr. Shen, Medical Assistant Amy, Social Worker KC Wong, and RN Elaine and other staff are very responsible. Dr. Shen asked about my medical and medication history very carefully, and modified my treatment plan and scheduled an appointment for me to meet with the Diabetes Care Manager. After seeing Dr. Shen, my condition has improved for the first time in 14 years. It is the first time for me to feel so touched. I have heard the voices from other patients. They admire that the Health Center has the best service and always thinks of what patients need. I feel grateful to all the staff."

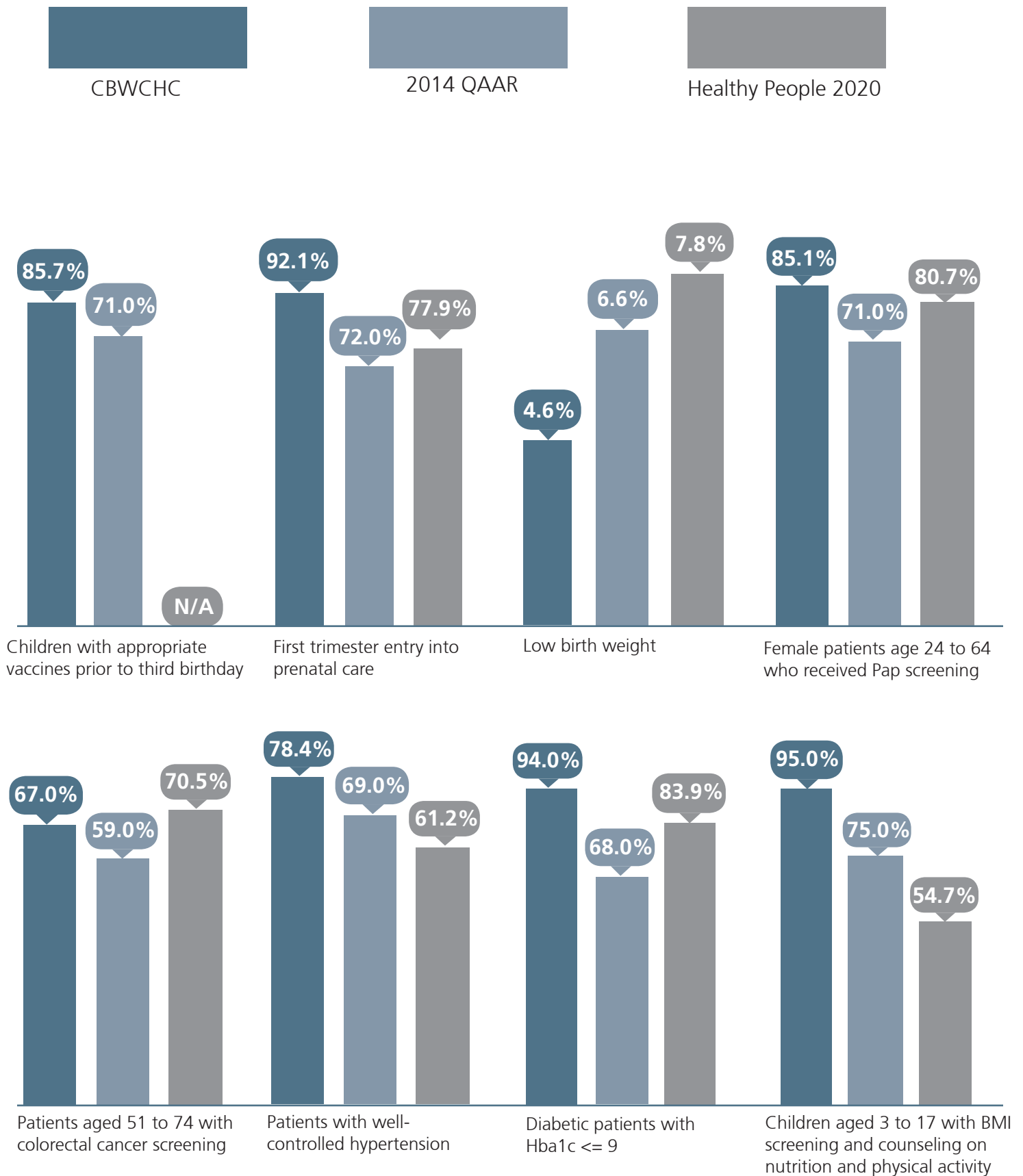
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- Individual and family supportive counseling
- Crisis intervention
- Case management
- Assistance with government benefits
- Advocacy and referrals to community resources
- Health insurance enrollment



# Quality of Care Indicators





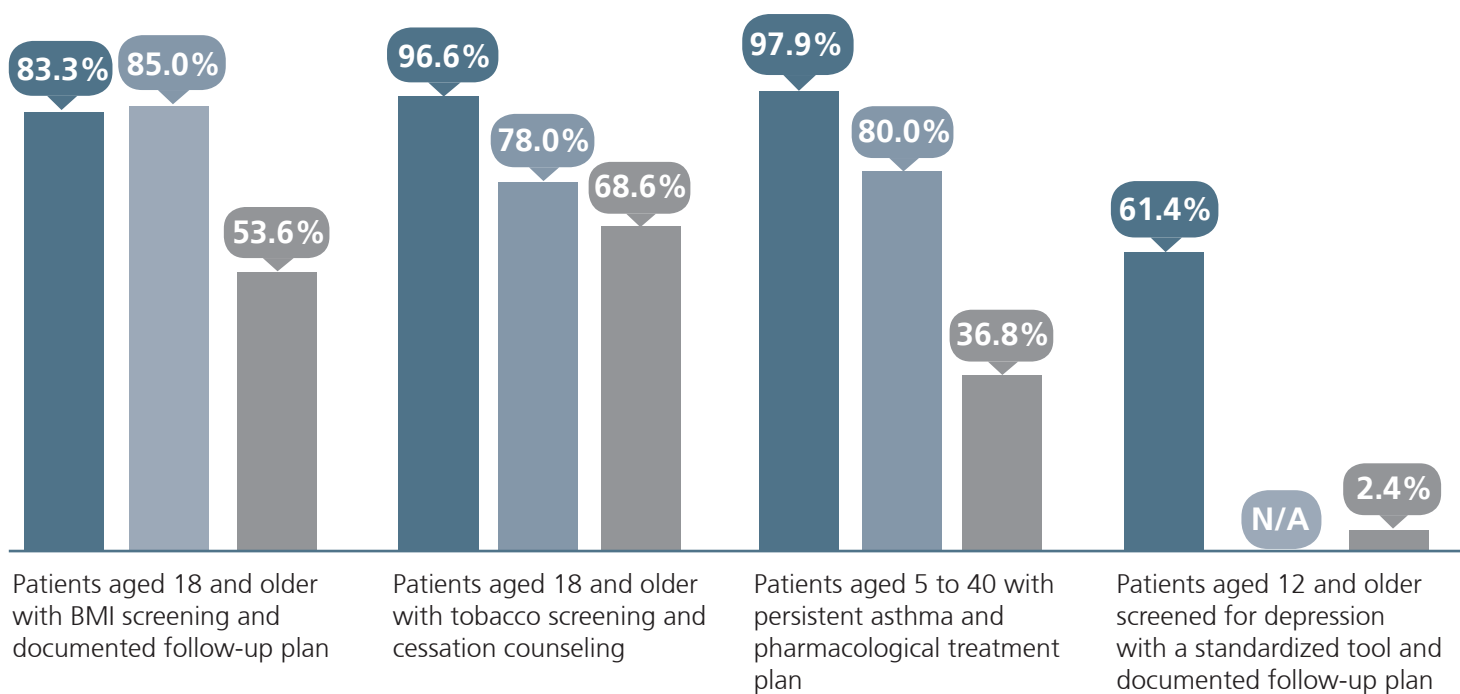
CBWCHC



2014 QAAR



Healthy People 2020



\*QARR is the report on quality performance for New York State health plans. Data is for Medicaid Health Plans.

\*Healthy People 2020 is a set of national goals and objectives with 10-year targets designed to guide national health promotion and disease prevention efforts.



# Patient Satisfaction Surveys

**99.0%**

Would recommend CBWCHC to family and friends

## Providers

**98.0%**

Courteous, respectful, listen, and communicate

**93.5%**

Medical decision making

**94.0%**

Attention to care

## Care Team

**91.5%**

Coordination of care

**73.5%**

Whole person care/mental and emotional health

**76.5%**

Self-management support

**97.5%**

Nurses and medical assistants

**97.5%**

Patient service representatives

**88.0%**

Access to care

**96.5%**

Quality of facility

**91.0%**

Waiting time



# Financial Indicators

	<b>CBWCHC</b>	<b>2013 Industry Data</b>
Current ratio	5.65	2.01
Days in receivable	44.13	46.75
Days in accounts payable	38.93	45.31
Days in reserve	228.65	46.88
Days in cash	103.02	31.10
Days in working capital	231.64	39.57
Net patient revenue per visit	\$173.95	\$129.46
Total cost per visit	\$200.05	\$188.19
Sliding fee as a % of HHS grant	154.28%	70.78%
Administrative expenses	14%	18%

# Grants and Contracts

Association of Asian Pacific Community  
Health Organizations  
Aetna Health Plan  
Affinity Health Plan  
Americhoice  
Amerigroup  
Asian American Justice Center  
Asian Health Foundation  
Avon Foundation for Women  
Coalition for Asian Children and  
Families  
Chinese American Medical Society/  
Chinese American Independent  
Practice Association  
Cancer Services Network  
Charles B. Wang International  
Foundation  
Chu and Chan Foundation  
City University of New York Medical  
School  
Emblem Health  
Fidelis Care  
Gilead  
Healthfirst

Healthplex  
Hearst Foundations  
Hepatitis B Foundation  
HealthPlus Amerigroup  
JP Morgan Chase  
Koman for the Cure  
Shau-wai and Marie Lam  
National Association of Community  
Health Centers  
New York Academy of Medicine  
New York City Council  
New York City Department of Health  
and Mental Hygiene  
New York State Department of Health  
New York University Langone Medical  
Center  
Ping Y. Tai Foundation  
Public Health Solutions  
Robin Hood  
Safe Space  
Miranda Wong Tang  
United Health Care  
Wellcare



2014 Charles B. Wang Community Health Center Good Health Day

# Donor Listing

## **Diamond (\$25,000 - \$49,999)**

Angelina Fong  
Charles B. Wang International Foundation

## **Jade (\$10,000 - \$24,999)**

Mary Agnes Pan

## **Ruby (\$5,000 - \$9,999)**

Ken Chin and Lisa Lim, Esqs.  
Dr. Pearl M.C. Tam  
John Hung Foundation

## **Sapphire (\$2,500 - \$4,999)**

Albert L Lingelbach Jr.  
American Express Company

## **Supporters (\$500 - \$2,499)**

Agewell New York LLC  
Affinity Health Plan, Inc.  
Amerigroup  
Asian American Federation of New York  
Association of Asian Pacific Community  
Health Organizations  
The Capital Group Co Charitable Foundation  
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MetroPlus Health Plan  
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Quest Diagnostics Incorporated  
Senior Whole Health - New York  
Village Care of New York Inc.  
Visiting Nurse Service of New York  
WellCare of New York  
Helen Wansee Wong  
Dr. Chia-Der Wu  
United Healthcare

# Financial Statement

## Revenue

Patient services	\$40,729,849
Federal grants	3,448,534
Contract services	1,544,684
Foundation grants, pledges and contributions	944,320
Donated vaccines and services	1,677,264
Other	3,975,571

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<b>Total Revenue</b>	<b>\$52,320,222</b>
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## Expenses

Program services	\$41,947,812
General and administrative	6,553,526
Fundraising	13,062

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<b>Total expenses</b>	<b>\$48,514,400</b>
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Increase in unrestricted net assets	\$3,805,822
Increase in temporarily restricted net assets	374,883

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<b>Increase in net assets</b>	<b>\$4,180,705</b>
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"Dr. Douglas Chen is a very responsible and caring doctor. He is very detailed oriented and professional. I am a chronic diabetes patient. My DM is under control because of Dr. Chen's wonderful and effective care. Thank you."

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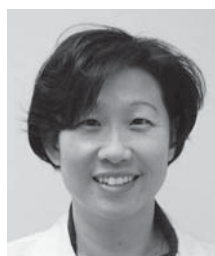


Lynn D. Sherman, MBA  
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Loretta Au, MD, MPH  
*Chief, Pediatrics*



Gemma Borja, PT, MS, MBA  
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*Dental Director*



DeYoung Chan, CMA  
*Controller*



Teddy Chen, PhD, LCSW  
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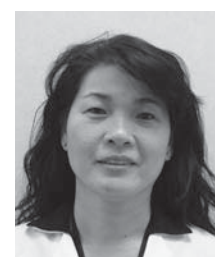
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*Chief, OB / GYN*



Hyoseong Nuna Kim, MD  
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Holly Lee, FNP  
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Ady S. Oster, MD, MBA  
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Esther Han Silver, PHR  
*Director of Human Resources*

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