



**2015**  
Annual  
Report



CHARLES B. WANG  
COMMUNITY HEALTH CENTER  
王嘉廉社區醫療中心



Quality  
Health Care  
Closer to  
Home







CHARLES B. WANG  
COMMUNITY  
HEALTH CENTER  
王善康社區醫療中心

# 2015 ANNUAL REPORT



Ken Chin, Esq.  
*Chair*



Jane T. Eng, Esq.  
*Chief Executive Officer*

Dear Friends:

2015 was an incredibly successful year for the Charles B. Wang Community Health Center, one filled with much growth and achievement. Our bilingual and bicultural health care team served more than 50,000 patients with over 275,000 service visits. We expanded our services with a second site located in Flushing, Queens. We earned many awards and recognitions, including the 2015 Joan Tisch Community Health Prize from the Roosevelt House Public Policy Institute at Hunter College for our work in hepatitis B, a National Quality Leader Award from the Federal Bureau of Primary Health Care, and a Quality Incentive award from Healthfirst.

We continue to pride ourselves in providing high quality and comprehensive care to medically underserved community members with a focus on Asian Americans. Every year we explore and extend what it means to best support the needs of our community. In 2015 it was hosting support groups for those living with breast cancer, managing diabetes, and supporting parents of children with special health care needs. It was working with our partners to create and implement a Community Action on Smoking and Health Initiative to address the alarming rate of smoking among Chinese American men in New York City. It was mobilizing hundreds of community members to write letters to New York senators, advocating against the reduction of Community Health Center federal funding, registering community members, patients, and staff to vote, and partnering with local organizations to assist community members applying for citizenship.

The Health Center would not be able to best serve our patients and community without the dedication of our board members, staff, volunteers, donors, and partners. Thank you for your support in 2015, and always.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Chin'.

Ken Chin, Esq.

A handwritten signature in black ink, appearing to read 'Jane T. Eng'.

Jane T. Eng, Esq.



## Model of Care

It takes a team to meet our patients health and wellness needs. Our bilingual and bicultural doctors, nurses, specialists, social workers, health educators, mental health providers, nutritionist, family health workers, and administrative support staff work together to ensure our patients are healthy and stay healthy.



## Comprehensive Services

The Health Center provides services for every member of the family, for every stage of their life. This includes internal medicine, obstetrics and gynecology, dental, pediatrics, and mental health. We are open seven days per week and serve everyone regardless of their ability to pay, language, ethnicity, or citizenship status.



## New Site in Flushing, Queens

In November of 2015, the Health Center expanded to a new site in Flushing, Queens. Queens is home to nearly 50% of all Asian New Yorkers. The Health Center recognized the need to expand its high quality and culturally effective health care services to the fastest growing population in the city. The new site is located 137-43 45th Avenue, and provides services including family medicine, internal medicine, pediatrics, gynecology, mental health, health education, and social work.





"I am a parent of one of Dr. Au's pediatric patients. I really appreciate her unconditional love and care for us. From the moment my child was born to now, twenty years has passed, and she has always supported us. Dr. Au's work has exceeded her duty. Her kindness eases new immigrant's anxiety. Thank you for your hard work."

Mrs. C., patient





“Every time I come to the Health Center, I arrive stressed and leave feeling relaxed and happy. My doctor is very knowledgeable and explains everything. I am very grateful.”

Mr. F., patient



“I want to thank my dentist, Dr. Gain Lu. I have had several dental problems, and Dr. Lu treated each one carefully. She is so patient and sincere. Special thanks to Dr. Lu.”

Ms. H., patient









# EDUCATE



## Health Education

Workshops and one-on-one education were held on key health topics that affect the Asian American community, including prenatal care, family planning, breast cancer prevention, diabetes management, stroke prevention, dementia, heart health, nutrition, autism, and parent-teen communication.

**650**

outreach events conducted.

**25,000+**

patients and community members reached with educational events.



## Communications

The Health Center promotes access to care and health equity through its communications and advocacy efforts. The Health Center reaches partners and constituents through a range of traditional and new media, including Chinese language newspapers, radio and TV programs, print materials, a bilingual website, newsletter, blog, email, and social media.

**18,000**

people were reached through our newsletter, website, and social media in 2015.



“Many people in the community work well into the night and don’t think it is possible to be watching TV. I told a workshop participant about these exercises and saw him make changes. At another workshop to tell me about it. These experiences—seeing people make behavioral

Eileen (Ai Ling) Zhang, Senior Health Educator



## Internships

The Community Service Learning Program (CSLP) supported eight high school interns for six months. Project Asian Health Education and Development (Project AHEAD), the Health Center's longest-running summer internship for college students interested in pursuing a career in healthcare, also hosted eight interns. Through our volunteer and internship programs the Health Center is helping to train the next generation of health care providers to serve the Asian American community.

**120+**

interns and volunteers served at the Health Center in 2015.



## Advocacy

In 2015, the Health Center mobilized the community to send over 500 letters to New York Senator Kirsten Gillibrand and New York Senator Charles Schumer, bringing attention to the proposed changes in federal funding for the Community Health Center programs. As a partnering organization of Asian Pacific American Voting and Organizing to Increase Civic Engagement (APA VOICE), we partnered with Minkwon Center for Community Action and assisted community members to apply for citizenship.

**150+**

community members, patients, and staff were registered to vote.



exercise, but there are stretching and chair exercises you can do at home, even while  
ages in his life. With regular exercise, he ended up losing weight and even came back to  
changes—make me feel like I'm making a difference."

# SUPPORT

## Care Coordination

Managing one's health can be complicated in the current complex healthcare system. The Health Center bridges additional barriers that immigrant patients endure by coordinating care across all the elements of the broader health care system - including specialty care, hospital, home care, and community services.

## Social Work Services

The Health Center's social workers take the extra step to support patients and their families. They provide individual and family supportive counseling, crisis intervention, case management, patient advocacy, and referrals to community resources.

## Health Insurance Enrollment

Having health insurance can mean the difference between sickness and health. The Health Center's certified health insurance assistors help patients understand the importance of health insurance coverage, and help eligible patients sign up for the best plan that meets their needs.

## Patient Support Groups

Patients and community members with extraordinary needs require extraordinary support. We provide language appropriate support groups in multiple areas including diabetes management, depression, breast cancer, and families with children with special health care needs.

## More Support Services

The Health Center provides a range of supplemental and crucial support services, including the WIC nutrition program for low-income pregnant women and mothers with newborns. Our registered dietitians provide nutrition counseling. We also offer reduced cost medication for those without health insurance, and help eligible patients who cannot afford out-of-pocket prescription drug costs sign up for pharmacy benefit assistance programs.







“I want to thank all of the social work staff. Their sincere care, compassion, and thorough work help us immigrants receive medical care. It is important to receive comfort in another country when you do not speak the language. I sincerely thank you for your kindness.”

Ms. L., patient



“I want to thank my nurses, who are patient, responsible, caring and kind. They give patients trust, confidence, and assurance. Thank you very much.”

Mrs. G., patient





"I came to the Health Center when I lost my insurance. I had stopped seeing my doctor and stopped taking my medication for hepatitis B. At the Health Center, the doctor referred me to Ms. Chiang to discuss my situation. We discussed all the problems I was facing trying to get medication—I was trying but I simply could not afford it. We discussed all the options to get the medicine I needed. It took an hour just to discuss all the options, because Ms. Chiang wanted to make sure I understood them. We—including my doctor—decided on the best option which was to apply to a pharmacy program that would provide medication for free. We completed all the paperwork right away and faxed it the same day. The very next day I was approved and was able to start medication again."

Mr. L., patient



"I noticed a lump on my breast about a year ago, and I thought I would be able to treat the lump with Chinese herbal medicines. After a few months I felt discomfort and noticed that the lump had gotten larger. I told my friend and she invited to join the support group that she belongs to. Through the support group, I became less afraid and decided to see a doctor for treatment. My doctor told me that I need surgery and recommended chemotherapy to shrink the tumor prior to surgery. I told my support group that I was afraid of the hair loss, but the group reassured me through suggestions such as the use of wigs, hats, and scarves. My college-aged son also helps me by setting up my medical appointments and always reminding me to stay positive. I feel that the support group has brought me and my son closer together and I can defeat my cancer."

Mrs. C., breast cancer support group participant



# COLLABORATE

## Community Action on Smoking and Health Initiative

The Health Center, Chinese American Medical Society (CAMS), Coalition of Asian American Independent Practices Association (CAIPA), Asian Americans for Equality, and NYU Langone Medical Center collaborates to educate the community about the dangers of smoking and to help smokers quit. In 2015, the Health Center developed a bilingual smoking cessation coaching program, trained community based private practice physicians to adopt tobacco screening, counseling, and referral protocols, and implemented a bilingual social marketing campaign. This initiative was made possible by generous support from the RCHN Community Health Foundation.



## Hepatitis B Advocacy and Care

In 2015, the Health Center's Hepatitis B Program team led and took part in outreach and advocacy events across the globe. In New York City, the team disseminated hepatitis B information at the 2015 Lunar New Year Parades, coordinated a press event where more than 100 viral hepatitis advocates gathered on the steps of City Hall at an event that coincided with May's National Hepatitis Awareness Month and organized a "World Hepatitis Day" Candlelight Vigil at Washington Square Park with over 100 youth in attendance. The team attended numerous advocacy events in Washington, DC and the first World Hepatitis Summit in Scotland. Our Hepatitis B Care Program, supported by Robin Hood, provides accessible, comprehensive care for patients without health insurance. On June 9, 2015, the Hepatitis B Program was awarded the Joan H. Tisch Community Health Prize in recognition of its comprehensive and culturally accessible hepatitis B services.



## Children with Special Health Care Needs Initiative

The Health Center's Pediatrics team supports families with children with special health care needs (CSHCN). Through bilingual parent support groups, parents learned about services and programs that can help children with special health care needs, shared tips, and gained social and emotional support from each other. The team also hosted quarterly meetings with a network of community partners to improve service coordination, and co-sponsored workshops and activities to address the needs of Chinese immigrant families.



## 2015 Good Health Day

On August 2015, the Health Center hosted its annual Good Health Day health fairs in Flushing, Queens and Chinatown, Manhattan. Attracting more than 3,500 participants each year, Good Health Day is the Health Center's biggest outreach event that aims to raise awareness of good health in the Asian American community, and links community members to resources. Local residents were screened for diabetes, hypertension and cholesterol, and learned how to take care of their health by playing interactive games. The 2015 Good Health Day fairs coincided with the national celebration of the 50th anniversary of the Community Health Center Movement.



## Breast Cancer Support Group

The Health Center has been generously funded by Komen Greater NYC for 19 years to support our patients living with breast cancer. In 2013, we launched a Chinese language breast cancer support group held in Manhattan. The Health Center's social work team served over 35 women through the support group in 2015. The support group focuses on providing holistic psychosocial support services through small group discussions to help participants move past feelings of fear and helplessness to an improved quality of life and survivorship.



**“Patients become stronger after suffering from cancer. They feel the need to reach out and help others who are newly diagnosed or are receiving treatment. Many survivors stated that receiving the diagnosis was the darkest moment in their lives, and that they almost lost their will to live; they want to let those still fighting know that it does get better and they too can beat cancer. Our breast cancer support group helps women address their fears about their diagnosis, provide tools to better communicate about their illness, and encourage timely treatment.”**

**Yuen Shan (Manna) Chan, LCSW  
Social Work Director**





“Many parents with special needs children stated that during the parent groups, they could speak their minds freely without worrying about being judged by others. They felt less alone because they are with a group of parents who genuinely understand their emotions, thoughts, and what they are going through. One mother mentioned that even though her husband could not accept that their son has autism, and has never been involved in taking care of him, she feels okay because the other moms in the parent group always provided support and encouragement to her. Being in the parent group gave parents opportunities to help and support each other in advocating for services and being more persistent and motivated in their pursuit of services for their children.”

Dr. Sherry Shao Fen Huang,  
Senior Pediatrician





“The Health Center has long recognized the need to work in partnerships within and beyond the health sector to address service, policy and systems level changes. We currently participate in many partnerships, such as the Region II Regional Health Equity Council, NYC Hepatitis B Coalition, and NYU Langone Medical Center Community Service Plan. We have learned that a high degree of community ownership and participation is essential for sustained success in population level health outcomes.”

Regina Lee, Esq., Chief Development Officer



# INNOVATE



## English and Chinese Patient Portal

**44,000+**

patients in the Health Center are best served in languages other than English.

In an effort to improve communication between the patient or patient's family and their doctor, we launched both English and Chinese language patient portals in 2013. The portal enables patients to access their health records, review lab results, request appointments, refill prescriptions, and communicate with their healthcare providers - all in a secure environment. Providing language appropriate patient portals has allowed for culturally competent communication with our patients, more effective care coordination, and improved patient engagement.



Photo Credit: Les Talusan/AAPCHO

## Research, Evaluation and Dissemination of Promising Practices

Our Research and Evaluation team conducts and supports community-based research on diseases and health conditions that disproportionately burden Asian Americans, and evaluates the Health Center's programs and services. In 2015, Health Center staff co-authored a paper entitled "Sources of Health Information among Select Asian American Immigrant Groups in New York City," published in Health Communications. Additionally, staff presented orally and through posters in at numerous conferences across the country on topics affecting our patients, such as breast cancer support groups, smoking prevalence among adults, cultural adaptation of evidence-based interventions, barriers to breastfeeding and challenges of autism in the Chinese American Community.

# 2015 Awards



- **Level 3 Patient Centered Medical Home (PCMH)**  
National Committee for Quality Assurance

- **2015 Joan Tisch Community Health Prize**  
Roosevelt House Public Policy Institute at Hunter College

- **2015 Clinical Quality Improvement Award**  
Federal Bureau of Primary Health Care

- **2015 Quality Incentive Award**  
HealthFirst



**2015 National Quality Leader Award**  
Federal Bureau of Primary Health Care



**2015 Health Center Quality Leader Award**  
Federal Bureau of Primary Health Care

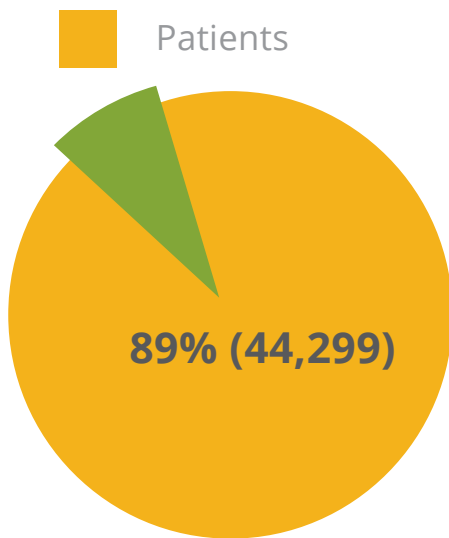
"I am very proud that one of the Health Center's core values is delivering high quality, patient-centered care to all. Everyone in the organization, not just our doctors, but everyone from top to bottom, is responsible for quality."

Jane T. Eng, Esq., Chief Executive Officer

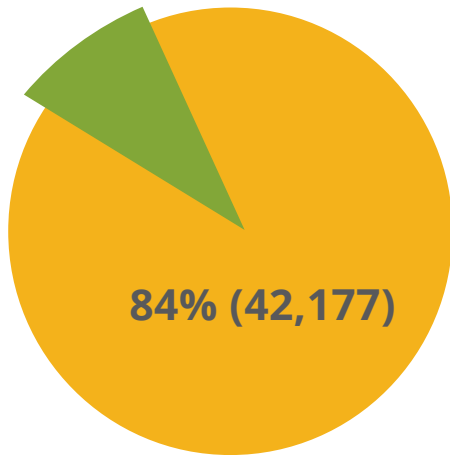


# 2015 Highlights

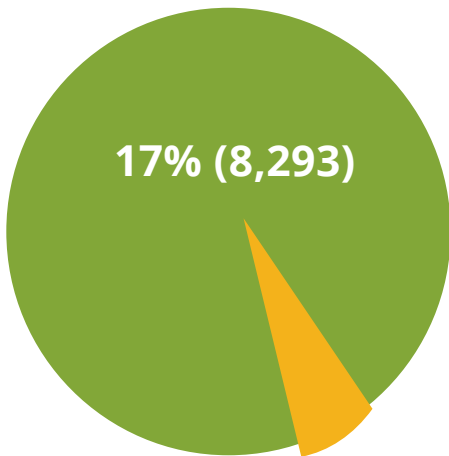
## Patient Demographics



Patients best served in language other than English



Patients with income at or below 200% of poverty



Patients without health insurance

# 50,008

Total patients served

# 275,749

Total service visits



# Patient Satisfaction Surveys

**90.5%**

would recommend CBWCHC to family and friends

**90%**

indicate that providers are courteous, respectful, listen, and communicate

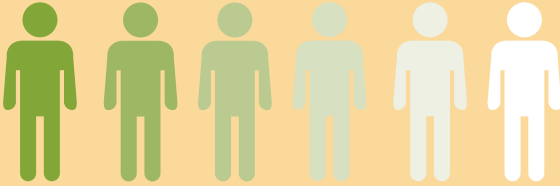


**88%**

are satisfied with provider's medical decision making

**90%**

are satisfied with provider's attention to care



**90%**

are satisfied with coordination of care

**71%**

are satisfied with our facility



**74%**

are satisfied with our Patient Service Representatives



# 2015 Clinical Performance

Indicator	CBWCHC	NYS Medicaid	Healthy People 2020 Target
First trimester entry into prenatal care	93.4%	72%	77.9%
Low birthweight	5.0%	6.5%	7.8%
Childhood immunization	86.3%	73%	80%
Cervical cancer screening	86.3%	71%	70.5%
Colorectal cancer screening	67.2%	59%	70.5%
Depression screening	76%	n/a	n/a
Adolescent weight screening and follow-up	96.3%	77%	n/a
Adult weight screening and follow-up	81.8%	85%	n/a
Adults screened for tobacco use and received cessation intervention	97.8%	78%	68.6%
Dental sealant	84.3%	n/a	21.9%
Appropriate asthma treatment	99.3%	78%	n/a
Coronary artery disease lipid therapy	82.9%	n/a	n/a
Heart attack/stroke treatment (aspirin therapy for ischemic vascular disease)	93.2%	n/a	n/a
Blood pressure control (<140/90)	79.5%	65%	61.2%
Uncontrolled diabetes (HBA1c>9)	5.4%	32%	16.2%
Linkage to HIV care	100%	n/a	n/a

“Dr. Pong helped me and also called to check up on me. I am extremely grateful for his care and kindness. Thank you for being an awesome doctor!”

Mr. H., patient



“Dr. Gong is the best. She answers all of my questions, is professional and honest. I can count on her to give the care I look for in a doctor. Thank you!”

Mrs. M., patient

# 2015 Financial Indicators

	CBWCHC	2014 Industry Data
Current Ratio	<b>5.98</b>	<b>2.42</b>
Days in Net Accounts Receivable	<b>50</b>	<b>51</b>
Days in Gross Accounts Receivable	<b>50</b>	<b>77</b>
Days in Accounts Payable	<b>42</b>	<b>40</b>
Days in Reserve	<b>255</b>	<b>59</b>
Days in Cash	<b>167</b>	<b>35</b>
Days in Working Capital	<b>252</b>	<b>45</b>
Net Patient Revenue per Visit	<b>\$173.56</b>	<b>\$134.75</b>
Total Cost per Visit	<b>\$210.08</b>	<b>\$203.88</b>
Sliding Fee % of DHHS Grant	<b>61.43%</b>	<b>53.79%</b>
Program Services %	<b>86%</b>	<b>82%</b>
Administrative Expenses %	<b>14%</b>	<b>18%</b>



# Financial Statement

## Revenue

Patient services	\$41,240,565
Federal grants	\$7,496,424
Contract services	\$1,507,946
Foundation grants, pledges and contributions	\$212,589
Donated vaccines and services	\$1,845,309
Other	\$4,208,568

<b>Total Revenue</b>	<b>\$56,511,401</b>
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## Expenses

Program services	\$44,725,315
General and administrative	\$7,021,982
Fundraising	\$13,431

<b>Total expenses</b>	<b>\$51,760,728</b>
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Increase in unrestricted net assets	\$4,750,673
Increase in temporarily restricted net assets	\$743,250

<b>Increase in net assets</b>	<b>\$5,493,923</b>
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# Grants and Contracts

Affinity Health Plan  
Amerigroup  
Asian American Advancing Justice  
Asian American Federation of New York  
Asian Health Foundation  
Association of Asian Pacific Community Health Organizations  
Avon Foundation  
Bryan Allen Events LLC  
Vicki Chang Fund – Dr. James Chang  
Chinese American Medical Society/ Coalition of Asian Independent Practice Associations  
Cancer Service Network  
Charles B. Wang International Foundation  
City University of New York on behalf of the Sophie Davis School of Biomedical Education  
Clinical Directors Network  
Emblem Health  
Fidelis Care New York  
Healthfirst  
Health Research Inc.  
HP Empire  
Medical and Health Research Association of New York City, Inc.

NYC Department of Health and Mental Hygiene  
NYC Greener Healthier Chinatown Initiative  
NYS Department of Health  
NYS Health Foundation  
NYS Indigent Care  
NYU Hospitals Center's Community Service Plan  
Public Health Solutions  
RCHN Community Health Foundation, Inc.  
Robin Hood Foundation  
Safe Space NYC, Inc.  
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The Fund for Public Health in NY, Inc.  
The Hunter College Medical Center  
The Shau-Wai & Marie Lam Family Foundation  
UnitedHealthcare  
US Department of Health and Human Services  
WellCare of New York  
WK Kellogg Foundation  
Miranda Wong Tang





# Donor Listing

## **Platinum (\$50,000 and above)**

Charles B. Wang International  
Foundation

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

Miranda Wong Tang

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

The Ernest & Joan Liu Foundation –  
Ernest & Joan Liu

The Hunter College Foundation, Inc.

The Shau-Wai & Marie Lam Family  
Foundation - Mr. & Mrs. Shau-Wai  
& Marie Lam

Mrs. & Mr. Gwynne Chow & P.H. Tuan

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

Ken Chin, Esq.

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

Albert L. Lingelbach Jr.

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

A.L.W. Realty Corp. – Ah-Lan Woo

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Asian American Federation of New  
York

Asian Americans for Equality, Inc.

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Dr. Christopher Chow

Coalition of Asian Independent  
Practice Association Foundation

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Chang

Dr. & Mrs. Burton & Michael Drayer

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Flushing Anesthesia Pain

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LLC. – Dr. Lai-Ming Yu

Metropharm, Inc.

MetroPlus Health Plan

Mount Sinai Hospital

Andrew Peake

P.I. Mechanical, Corporation – David Pi

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Senior Whole Health - New York

Spaulding Family Foundation – Karen  
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Chin Tang

The Commonwealth Fund

Ti-Tone Communications, Inc./

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VillageCare Max Village Care of New  
York Inc.

VSNY Visiting Nurse Service of New  
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Patricia Wang

W & W Millennium Dermatology PC –

Dr. Huachen Wei

WellCare of New York

Dolly Wen

Helen Wansee & Louis Wong

Mr. & Mrs. James & Elizabeth Wong

Jeanette Wong

X-treme Care LLC.

Xincon Home-Healthcare Services

Dr. Chuen L. Yee

## **In Kind**

Robert Chang

Cafe Savoy Bakery, Inc. – Yvonne &  
Barney Ghaw

# 2015 Leadership

## Board



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*Chairperson*



Jiming Liang  
*Vice Chairperson*



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*Treasurer*



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*Secretary*



Robert Bell, CPA



Stephanie Cheng



Irene Chu, MBA



Leslie Chuang, MD



Yvonne Ghaw



Timothy Hsu



Jeanne Lee Jackson



Marie Lam



Sophia Tsao



William Tam, CPA



Pauline Tse



Emily Woo



# 2015 Leadership

## Executive Staff



Jane T. Eng, Esq.  
*Chief Executive Officer*



Perry Pong, MD  
*Chief Medical Officer*



Betty K. Cheng,  
LCSW, ACSW  
*Chief Operating Officer*



Regina F. Lee, Esq.  
*Chief Development Officer*

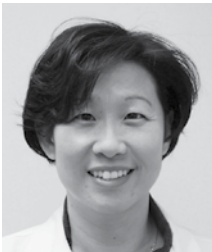


Lynn D. Sherman,  
MBA  
*Chief Financial Officer*



Kenneth Shieh,  
MBA, MPH  
*Chief Strategy Officer*

## Senior Staff



Loretta Au, MD,  
MPH  
*Section Chief of Pediatrics*



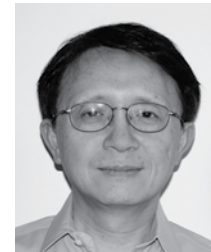
Alison Chan, DDS,  
MPH  
*Dental Director*



DeYoung Chan,  
CMA  
*Controller*



Yuen Shan (Manna)  
Chan, LCSW  
*Director of Social Work*



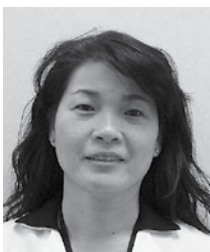
Teddy Chen, PhD,  
LCSW  
*Director of Bridge Program*



Allan Ho, MD  
*Chief of Obstetrics and Gynecology*



Hyoseong Nuna  
Kim, MD  
*Medical Director*



Holly Lee, FNP  
*Clinical Director*



Ady S. Oster, MD,  
MBA  
*Section Chief of Internal Medicine*



Esther Han Silver,  
PHR  
*Director of Human Resources*

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[www.cbwchc.org](http://www.cbwchc.org)



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