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
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

48,946
Total patients served

269,469
Total service visits

89%
Patients best served in language other than English

84%
Patients with incomes at or below 200% of poverty

20%
Patients with no health insurance
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 dieticians by appointment
- Referrals and coordination of care with specialists and hospitals

“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.”
Women’s Health

“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.”

- 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
“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.”
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

“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.”
“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.”
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 dieticians
- 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.
“I am a patient with type 1 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.”

Social Services

- 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

- Children with appropriate vaccines prior to third birthday: 85.7%
- First trimester entry into prenatal care: 92.1%
- Low birth weight: 7.8%
- Female patients age 24 to 64 who received Pap screening: 85.1%

2014 QAAR

- Children with appropriate vaccines prior to third birthday: 71.0%
- First trimester entry into prenatal care: 72.0%
- Low birth weight: 6.6%
- Female patients age 24 to 64 who received Pap screening: 71.0%

Healthy People 2020

- Children with appropriate vaccines prior to third birthday: N/A
- First trimester entry into prenatal care: 77.9%
- Low birth weight: 4.6%
- Female patients age 24 to 64 who received Pap screening: 80.7%

Patients aged 51 to 74 with colorectal cancer screening

- CBWCHC: 67.0%
- 2014 QAAR: 70.5%
- Healthy People 2020: 59.0%

Patients with well-controlled hypertension

- CBWCHC: 78.4%
- 2014 QAAR: 69.0%
- Healthy People 2020: 61.2%

Diabetic patients with Hba1c <= 9

- CBWCHC: 94.0%
- 2014 QAAR: 83.9%
- Healthy People 2020: 68.0%

Children aged 3 to 17 with BMI screening and counseling on nutrition and physical activity

- CBWCHC: 95.0%
- 2014 QAAR: 75.0%
- Healthy People 2020: 54.7%
Patients aged 18 and older with BMI screening and documented follow-up plan

Patients aged 18 and older with tobacco screening and cessation counseling

Patients aged 5 to 40 with persistent asthma and pharmacological treatment plan

Patients aged 12 and older screened for depression with a standardized tool and documented follow-up plan

*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

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providers</td>
<td>98.0%</td>
<td>Courteous, respectful, listen, and communicate</td>
</tr>
<tr>
<td>Care Team</td>
<td>91.5%</td>
<td>Coordination of care</td>
</tr>
<tr>
<td></td>
<td>93.5%</td>
<td>Medical decision making</td>
</tr>
<tr>
<td></td>
<td>73.5%</td>
<td>Whole person care/mental and emotional health</td>
</tr>
<tr>
<td></td>
<td>94.0%</td>
<td>Attention to care</td>
</tr>
<tr>
<td></td>
<td>76.5%</td>
<td>Self-management support</td>
</tr>
<tr>
<td>Would recommend CBWCHC to family and friends</td>
<td>99.0%</td>
<td></td>
</tr>
</tbody>
</table>

- **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

- **Other Services**
  - 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

<table>
<thead>
<tr>
<th></th>
<th>CBWCHC</th>
<th>2013 Industry Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current ratio</td>
<td>5.65</td>
<td>2.01</td>
</tr>
<tr>
<td>Days in receivable</td>
<td>44.13</td>
<td>46.75</td>
</tr>
<tr>
<td>Days in accounts payable</td>
<td>38.93</td>
<td>45.31</td>
</tr>
<tr>
<td>Days in reserve</td>
<td>228.65</td>
<td>46.88</td>
</tr>
<tr>
<td>Days in cash</td>
<td>103.02</td>
<td>31.10</td>
</tr>
<tr>
<td>Days in working capital</td>
<td>231.64</td>
<td>39.57</td>
</tr>
<tr>
<td>Net patient revenue per visit</td>
<td>$173.95</td>
<td>$129.46</td>
</tr>
<tr>
<td>Total cost per visit</td>
<td>$200.05</td>
<td>$188.19</td>
</tr>
<tr>
<td>Sliding fee as a % of HHS grant</td>
<td>154.28%</td>
<td>70.78%</td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>14%</td>
<td>18%</td>
</tr>
</tbody>
</table>
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)**
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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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Dr. Benjamin C. H Peng
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

**Total Revenue** $52,320,222

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

**Total expenses** $48,514,400

Increase in unrestricted net assets $3,805,822
Increase in temporarily restricted net assets 374,883

**Increase in net assets** $4,180,705
“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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