

Charles B. Wang Community Health Center

Charles B. Wang Community Health Center is a non-profit, community based health care facility established in 1971 to ensure that Asian-Americans in New York City have access to quality health care.



Health Center Locations:

**268 Canal Street
New York, NY 10013**

Women's Health:
(212) 966-0228

Services:
Obstetrics, Gynecology, and
Cancer Screening

Internal Medicine:
(212) 379-6998
(212) 379-6933

Services:
Internal Medicine, Cardiology,
and Mental Health

**125 Walker Street
New York, NY 10013**

Pediatrics: (212) 226-3888

Services:
Pediatrics, Pediatric Cardiology
and Adolescent Care

Dental: (212) 226-9339

Other Services:
Allergy, Eye Care, and WIC.

**136-26 37th Avenue
Flushing, NY 11354**

Internal Medicine:
(718) 886-1200
Pediatrics: (718) 886-1222

Services:
Internal Medicine, Pediatrics,
Obstetrics, Gynecology, Allergy,
Urology.

Services Available at all 3 Locations:

Mental Health, Social Work,
Health Education, Medicaid
Child and Family Health Plus
Enrollment.

Asian Americans Hepatitis B Program

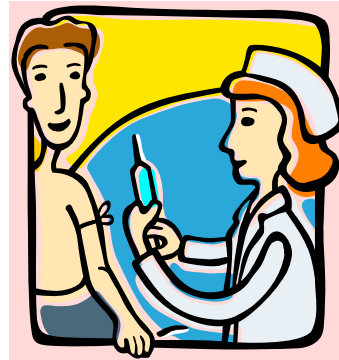
The Asian American Hepatitis B Program (AAHBP) is a community-based public health initiative supported by the New York City Council. This generous grant is a city-wide effort dedicated to reducing the burden of hepatitis B (HBV) infection in the Asian Pacific Islanders (API) community by increasing patient awareness through outreach and education, conducting no cost mass screenings, and providing vaccination, follow-up care and treatment services if necessary at no or low cost.

Collaborating partners include the New York University School of Medicine Center for the Study of Asian American Health of the Institute for Urban and Global Health, Bellevue Hospital Center and the Charles B. Wang Community Health Center.

Hepatitis B is the most common cause for liver infection. If left untreated, HBV may develop into other serious diseases such as liver cancer and cirrhosis. According to the NYC DOH, approximately half of the 1.2 million Americans who suffer from chronic HBV are Asian Pacific Islanders (API).

Since January 1st, we have already held multiple community events, in both the Chinatown and Flushing sites, through which nearly 600 patients were screened for HBV. The Charles B. Wang Community Health Center has demonstrated leadership and initiative by contributing marketing, educational and technical assistance to the program and to lending itself as a model for the collaborating partners. In the months to come, the AAHBP and the Health Center plans to continue to actively combat this long standing health disparity facing APIs in the New York metropolitan area.

Christina Lee, Clinical Affairs Associate Administrator



Message from:

Jane Eng,

Executive Director

Dear Friends:

Our health center is very proud of the quality of care that we provide to our patients. We measure our quality in different ways. First, we conduct surveys of our patients to find out your level of satisfaction with our services.

We also measure our quality by making sure that our state licensed doctors and nurses follow the most current medical guidelines. We require them to participate in regular training to make sure that they are up-to-date on professional standards for patient care.

In addition, the federal government also conducts regular reviews of our clinical care outcomes. Recently, the US Office of Performance Review spent several weeks evaluating our quality of care and our management performance.

I am very pleased to report that the federal officials gave our health center very high marks. They found that we provide excellent care to our patients. For example, they found that our immunization rate for children two years and under was 86% in 2004, compared to the New York City immunization rate of 79%. They found that 70% of pregnant women in our Women's Health department enter prenatal care in the first trimester, compared to the national rate of 62% for community health centers.

While we are proud of our accomplishments, we are committed to continuously improving the quality of our services to you. We welcome your suggestions on what we can do to better serve you and the community.



Depression Treatment for Asian Americans

Several studies have shown that Asian patients tend to stigmatize mental illness and therefore often fail to receive mental health services until problems become very severe.

In September 2004, the Charles B. Wang Community Health Center launched a study entitled **“Mental Health for Asian Americans: Increasing Access and Quality through Primary Care Intervention.”** The goal of this study is to determine whether a collaborative care mental health treatment approach for patients with depression or anxiety will be effective in primary care settings. The study intends to screen a large number of Asian American adult patients using a screening tool that detects symptoms of depression and/or anxiety. If the symptoms are confirmed, eligible patients

“The study has really improved my depression symptoms and I am happy to be able to help find a better treatment for depression in the Asian American community”, a participating patient said.

who agree to participate are randomly assigned to either collaborative or usual physician care for treatment. Patient outcomes are then monitored and assessed for 4 months.

“This is a significant study for our community because the results of the study will facilitate the development of effective strategies for improving access to mental health services for Asian communities.” Dr. Henry Chung, Senior Director of Research at the Health Center said. If you have any questions or if you want to get more information about the study, please contact Mr. Cheong Lam, Research Assistant at (212) 379-6996 ext.227.

Research Team

Erectile Dysfunction

Erectile dysfunction, or impotence is a term used to describe men who cannot acquire or maintain an erection during the majority of sexual intercourse attempts. It occurs in 52% of men older than 40 years old, but it is not always attributed to aging.

Erectile Dysfunction is often not addressed because patients feel embarrassed to discuss it with their physicians.

There are many possible causes of impotence. Uncontrolled diabetes, high blood pressure or cholesterol, smoking, and alcohol are risk factors. Other possible causes include medications such as those used to treat high blood pressure. Depression itself can cause impotence. Low levels of a hormone such as testosterone can also diminish a man’s interest in sex.

Evaluation of erectile dysfunction includes a thorough medical history by the doctor and blood work. Depending on the cause, there are different treatments that may be available. A common treatment is a pill taken prior to sexual intercourse to help attain or maintain an erection. Because these medications have possible side effects, not every patient is a can-

didate for them, particularly men who have heart disease.

Other treatments include hormone replacement if the level of testosterone is found to be low. If depression or anxiety is the cause of erectile dysfunction, a patient may benefit from counseling or antidepressant medication.

Erectile dysfunction is a common problem. Patients with concerns about possible sexual dysfunction should bring it up with their physicians so that the issue can be evaluated further.



Barbara Cheung, MD



Breaking the Silence of AIDS in The Asian American Community

The Asian community has broken the silence and joined the global community in the fight against AIDS. For decades, our community was paralyzed by fear and denial, but today many more Asians are choosing to protect themselves and their loved ones with knowledge and extending care, and support to the millions in Asia who are living with HIV/AIDS.

The Health Center recently enhanced its HIV/AIDS program by initiating a low- or no-cost walk-in HIV rapid testing and counseling service, which provides results in 20-minutes. We have partnered with a local hospital and several Asian organizations to assure that

clients receive affordable and culturally appropriate care including referrals to treatment and social services.



The program's success is evident in the increasing number of Asians who seek out HIV/AIDS education and volunteer for confidential HIV testing.

People from all different walks of life are coming to use services including pregnant women, married couples, college students, and recent immigrants. This marks an important shift in our community to seriously recognize our vulnerability to HIV/AIDS.

For more information about our HIV/AIDS services please call (212) 966-0228. Walk-in rapid HIV testing and counseling is offered on Saturday from 9AM – 5PM, please call to schedule an appointment for all other days.

Amourence Lee, Program Coordinator
Women's Health



Reading to children at a young age and encouraging children to read is important for speech development, communication skills and school success. The Charles B. Wang Community Health Center recognizes the importance of promoting literacy in our community by distributing over 31,000 books to our pediatric patients through two nationally recognized book programs.



Books For Children

One of the programs, Reach Out and Read (ROR), is a program targeting children 6 months to 6 years old at their medical visits. At each well-check up the child is given a developmentally appropriate book and parents are instructed on how to read to their child. This program is available in the Pediatric department at the Chinatown and Flushing sites.

The second program, Reading is Fundamental (RIF), is for children from birth to eleven years old. The program sponsors many opportunities to participate in fun activities that promote a love for books. The RIF program also has a successful monthly book club where children read and discuss books together. Our literacy program is one of the few programs in New York State to have both ROR

and RIF components.

Volunteers play an important role in the literacy programs. Four high school students were recently awarded a grant within the pediatric unit to start ALPHA—a seven-week project to encourage parents and children to participate in educational activities that promote reading. JP Morgan Chase volunteers also raised funds to buy bilingual books for our children. You can learn more about our programs or learn how to help our literacy efforts by contacting Anita Yu at (212) 226-8866 or by email: ayu@cbwchc.org.

Anita Yu, Pediatric Department

Employees of the Year 2005



May Ling, Family Health Worker & Jane Eng, Executive Director
Flushing site



Tracy Wu, Internal Medicine Head Nurse & Jane
268 Canal St. Site



Charlie Tsang, Custodian & Jane
Flushing Site



Cheong Lam, Research Assistant & Jane
268 Canal St. Site



Grace Cheung, Pediatric Program Coordinator & Jane
125 Walker St. Site



Dr. Alison Chan, Jenny Chan, Dental Assistant & Jane
125 Walker St. Site



What should you do if you have any concern about our services?

We welcome your comments and feedback to help improve on our services. Feel free to leave us your verbal or written suggestions. You can place your written suggestion at any of our suggestion boxes located on each floor of our Flushing site, 268 Canal Street site and 125 Walker Street site.

For compliments, we will share them with the staff. For complaints, we will conduct an investigation followed by a corrective action plan. You can leave your name and contact number with us; if you prefer, you may submit one anonymously. We will inform you of the investigation result. You may request a written response within 30 business days. If you are still not satisfied with our response, you may express your concerns to the New York State Department of Health, NYC Hospital Complaint Unit at (212) 268 6477 or call the Health Care Bureau hotline at 1-800-771-7755. All the information will be kept confidential.

Patient Relations Committee



Diabetes Management Workshops

It is estimated that 18.2 million people in the U.S. have diabetes. Diabetes is a growing concern among the minority population, including Asian Americans. In order to better serve the needs of people with diabetes, our Diabetes Management Program offers diabetes management workshops biweekly on Sundays at our 268 Canal Street site. People who are interested in learning more about diabetes are welcome to join us.

- Workshop 1 General Overview of Diabetes/Set Your Own Goals
- Workshop 2 Healthy Diet I
- Workshop 3 Healthy Diet II
- Workshop 4 Medication, Self-monitoring and Sick Day Management
- Workshop 5 Complications, Coping Skills and Physical Activity

Please call Health Education Department Diabetes Health line at 212-966-0461 for the dates and more information.

Abby Toa, RN, CDE, Assistant Head Nurse, Internal Medicine

Recruitment:

The Patient Relations Committee is recruiting consumers to serve as committee members. The objective of the Patient Relations Committee is to promote participation of consumers and staff in improving the quality of our service. If you are interested, please contact Manna Chan, Patient Relations Committee Chair at (212) 226 8866 ext. 308.

Patient Relations Committee

Newsletter Committee

Davis Chan Eva Tse Lena Fung Manna Chan Sarah Yip Wei-Jing Shi

Special Thanks: Junbo Yuan Chuk Ngan