Health Care for All...Salud al Alcance de Todos

La Comunidad Hispana
History

- **1973**: Founded to meet the needs of the immigrant community
- **2012**: Became a Federally Qualified Health Center
- **2015**: Renovated facility and technology for more accessible, integrated care
- **2016**: Updated logo and brand to reflect that our services are for everyone
- **2016**: Opened satellite health center in Oxford
- **2017**: Opened dental center in Kennett Square
- **2018**: Opened women’s health center in West Grove
- **2018**: Launched team-based care
- **2019**: Moved dental center to West Grove
- **Future**: Pediatrics expansion, Oxford growth expansion
Who We Serve

LCH provides care for more than 8,000 individuals each year.
Addressing Community Barriers

Barriers to care:
- Access to insurance
- Lack of social support
- High rate of illiteracy
- Transportation
- Instability
- High rate of poverty
- Language
- Trust
Team-Based Care

40% of an individual's health is determined by factors such as their education, employment status, and income. LCH helps our clients improve all of these factors, to give them the best possible chances of health and well-being.

Social determinants of Health

Socio-Economic Factors:
- Income
- Education
- Employment
- Social support
- Community safety

Physical Environment

Health Care

Health Behaviors:
- Diet and exercise
- Tobacco and alcohol use

<table>
<thead>
<tr>
<th>HEALTH CENTER</th>
<th>Physical and Behavioral Health</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Primary care, chronic care, and acute care</td>
</tr>
<tr>
<td></td>
<td>- Pediatric care, well-baby visits</td>
</tr>
<tr>
<td></td>
<td>- Women’s annual exams, family planning</td>
</tr>
<tr>
<td></td>
<td>- Prenatal care and postpartum care</td>
</tr>
<tr>
<td></td>
<td>- Integrated behavioral health</td>
</tr>
<tr>
<td></td>
<td>- Counseling for lifestyle changes</td>
</tr>
<tr>
<td></td>
<td>- Dental services: cleanings, extractions, fillings</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SOCIAL ASSISTANCE</th>
<th>Safety and Support</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Information and referral</td>
</tr>
<tr>
<td></td>
<td>- Health insurance applications, public benefits</td>
</tr>
<tr>
<td></td>
<td>- Case management</td>
</tr>
<tr>
<td></td>
<td>- Legal services</td>
</tr>
<tr>
<td></td>
<td>- Transportation and interpretation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EDUCATION AND JOBS</th>
<th>Economic Self-Sufficiency and Belonging</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Citizenship classes</td>
</tr>
<tr>
<td></td>
<td>- Pre-GED in Spanish</td>
</tr>
<tr>
<td></td>
<td>- Job placement for job seekers and employers</td>
</tr>
<tr>
<td></td>
<td>- Workshops and events</td>
</tr>
</tbody>
</table>
Health Center

- Primary and acute care
- Physical exams, wellness visits, and immunizations
- Minor injuries, aches and pains
- Pediatrics
- Chronic care
- Mental health counseling

Insurance or no insurance, LCH will take care of you. We evaluate everyone to determine eligibility for discounted services. Our sliding scale fees are based on your income and family size. We don’t turn anyone away due to inability to pay.
Dental Center

- Cleanings and fillings
- X-rays
- Extractions
- Fluoride applications
- Teeth whitening
- Night guards
Women’s Health Center

- Annual exams and cancer screenings
- In-office procedures
- Family planning and contraception
- Pregnancy testing and prenatal care
- STD screenings
- Menopause counseling
- Teen resources
Social Assistance

- Coordination with other LCH services
- Advocacy and liaison support
- Legal clinic
- Interpretation and transportation
- Application support for health insurance applications, public assistance, SNAP, WIC, and more
Education

• Citizenship classes
• Review of job skills and resume
• Direct connections with local employers
• GED in Spanish
• Referrals to job skills training programs
BEHAVIORAL HEALTH PATIENTS SERVED
1,689

DENTAL PATIENTS SERVED
488 FY2017
1,215 FY2018

TOTAL SERVED ACROSS OUR HEALTH CENTERS IN KENNETT SQUARE & OXFORD
5,196 FY2016
5,905 FY2017
6,703 FY2018

MEMBERS WHO RECEIVED LEGAL SERVICES
192

MEMBERS WHO RECEIVED SUPPORT IN APPLYING FOR HEALTH INSURANCE
1,550

MEMBERS WHO PARTICIPATED IN OUR EDUCATION CLASSES FOR ENGLISH, CITIZENSHIP, AND GED
282
New Programs and Updates

- Teeth Whitening Services
- Healthy Woman Program and Title X
- Pregnancy Centering
- Family Fitness
- Transportation
- Pediatric Expansion
- Oxford Expansion
Women's Health Center
105 Vineyard Way West Grove, PA 19390
8am – 5pm: Monday & Thursday
8am – 12pm: Friday

Dental Center
105 Vineyard Way West Grove, PA 19390
10am – 7pm: Monday
8am – 5pm: Tuesday – Thursday
8am – 1pm: Friday

Kennett Square Health & Community Services
731 West Cypress Street Kennett Square, PA 19348
8am – 8pm: Monday – Thursday
8am – 12pm: Friday

Oxford Community Health Center
303 N. 3rd Street Oxford, PA 19363
8am – 5pm: Monday – Thursday
8am – 12pm: Friday

Women’s Health Center
105 Vineyard Way West Grove, PA 19390
8am – 5pm: Monday & Thursday
8am – 8pm: Tuesday & Wednesday
8am – 12pm: Friday
Half of our members live on a family income of less than $29,000 a year, and 85% of our families live on a family income of less than $49,000. LCH provides health and community services that families would not otherwise afford.
Community Health Outreach

Meeting people where they are
• Church and community events, apartment complexes, schools
• Evenings and weekends when families are free
• Proactive outreach with a game, raffle, or question
• Connecting through kids
• Health education or screening
• Finding community champions within community groups
Building relationships with members who become natural ambassadors
Wellness Checks

On-Site Free Screening

- BMI
- Glucose
- Pulse
- Temperature
- Blood pressure
- 1:1 with provider
- Optional cholesterol panel, vision screening, flu shots, other community resources to share
Meeting People Where They Are

- In their space
- No loss of income/during lunch break
- No transportation barrier
- Encouraged/required by HR
- Friendly, bilingual team establishing a relationship
- Local follow-up
- Free
1,605 patients in 3 years

466 seen in FY2019

30%

137 came to LCH for follow-up
Impact

- Patient growth
- Word of mouth/buzz from participants
- Legitimizing our practice and mission with local businesses
- Staff rapport across health center and outreach teams
- Collaboration with other local agencies and businesses i.e. flu shots, eye screenings, etc.
Team off-site and not available for visits in the health center

Materials for screenings

Prep time, post-event charting and paperwork
Lessons Learned

- Buy-in from worksite
- Literacy/comprehension at registration
- Tough questions
- On-site champion and show rate/successful workflow
- LCH staff vs. volunteers
- Buy-in from providers and preventing burnout
Lessons Learned Cont’d

• Outreach team’s role of protecting workflow and the providers
• Communication across departments for preparation and scheduling
• Follow-up and workflow of paperwork post-event
• Billing/coding post-event
Mission:
To help low-income residents of southern Chester County to stay healthy, build strong families and lead productive lives by providing high-quality, culturally welcoming services.

www.LaComunidadHispana.org
610.444.7550