

## Asian Committee and Provider Relations Hold Outreach Training with PCHC Clinicians

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On May 18, 2023, Neighborhood Health Plan of Rhode Island’s (Neighborhood) Asian Committee hosted a special medical care in-service curriculum to assist Providence Community Health Center (PCHC) clinicians in better understanding the unique health care needs of their Southeast Asian patients.

The virtual outreach training, held in collaboration with Dr. Andrew Saal, chief medical officer of PCHC, and Nancy Butera, community health center relationship manager of Neighborhood’s Provider Relations department, focused on:

- Enhancing awareness of the diversity in the Providence Asian-American community.
- Illuminating how a person’s refugee status can have lifelong impacts on their health and trans-generational effects on their families.
- Highlighting that Southeast Asians who arrived in the United State as refugees have unique challenges. These challenges necessitate greater sensitivity and understanding by the healthcare providers.

Part of the training featured a presentation entitled, “Insights to your Southeast Asian Patients,” led by Lynn August, strategic research manager of the Growth Division. Lynn, who is also a founding member of the Asian Committee at Neighborhood, along with panelists Night Cha, manager of clinical engagement, Medical Management department; Charles Kue, member services representative III; and Vonemany Vongnak, senior community care coordinator, shared their experiences and insights.

The panelists, each with years of experience serving Neighborhood members, brought valuable perspectives on Western health care and their personal refugee experiences. Kue, a valued employee at Neighborhood, has also been a respected leader in the Hmong community since 1992.

The approximately 50 attendees ranged from PCHC clinicians to representatives from the Rhode Island Health Center Association, the Rhode Island chapter of the American Cancer Society, Women & Infants Hospital, Care New England, and the Rhode Island Department of Health.

Since the fall of Vietnam in 1975, PCHC has played a crucial role in offering culturally sensitive health services to the Southeast Asian refugees. The Asian Committee appreciates the privilege to advocate for these communities and is honored to have the opportunity to collaborate with PCHC in addressing the ongoing hardships the older generation encounters while seeking health care today.