

THE POWER OF COMPASSIONATE CARE: AN OVERVIEW OF FENIX FAMILY HEALTH CENTERS



fenix

family health center • centro de salud

OUR MISSION



Michael Fernandez- Garcia, MD from the Dominican Republic and Medical Assistant at Fenix.

Fenix Family Health Center provides high-quality, innovative, culturally respectful, and comprehensive healthcare to the low-income, uninsured/ underinsured Latinx immigrant population in Lake County and surrounding areas.

ISSUES OUR COMMUNITY FACE

LANGUAGE BARRIERS

Many Latinx immigrants in Lake County have limited English proficiency and most come to America with a 3rd grade level of literacy in Spanish. This makes it difficult for them to communicate with healthcare providers and understand medical instructions.

COSTS

Many Latinx immigrants in Lake County live below the federal poverty line.

FEAR OF DEPORTATION

There is an estimated 45,000 undocumented immigrants living in Lake County. Undocumented immigrants are often hesitant to seek healthcare services from government institutions like Federally Qualified Health Centers due to fears of being reported to immigration authorities.

TRANSPORTATION BARRIERS

Reliable transportation is difficult to come by. Oftentimes people can not seek healthcare due to limited access to transportation.



HOW DOES FENIX SOLVE THIS ISSUES?



NEAR METRA & PACE STOPS

In 2008, when searching for a location for Fenix, it was decided that Fenix would be located near public transportation so that anyone without a car can utilize the Metra or bus.



BUILDING TRUST

For the first decade of Fenix, we did not put a sign on our building. People came to Fenix by word of mouth. We have worked extremely hard to build trust with our patients. We do not ask for any form of identification or documentation.



NO SLIDING SCALE

FQHC like Erie use sliding scales. Sliding scales require income statement. Income statements require documentation. We have a low fixed price of \$35.



COMMUNICATION

Everyone who works at Fenix speaks Spanish and most are bicultural. Understanding the cultural complexities is key to providing culturally respectful healthcare. Additionally, Fenix creates educational materials that uses pictures instead of words.



LAKE COUNTY LATINX OVERVIEW

POVERTY LINE

32% of Latinx individuals in Lake County live below the federal poverty line.

ROUTINE CARE

28% of Latinx individuals in Lake County report not having a regular healthcare provider.

UNINSURED

34% of Latinx individuals in Lake County are uninsured.

CHRONIC ILLNESS

Latinos are **2x** as likely to have a chronic illness, such as diabetes or hypertension than a white person in Lake County.



SERVICES
WE OFFER

PRIMARY CARE



Fenix is your medical home. We provide primary care services for all ages. Fenix's approach to medical care is different from traditional American care, we integrate mental health in your primary care. We understand the importance of this aspect of wellness and how it impacts are community deeply.

Dr. Louise Berner, CEO and Founder of Fenix Family Health Center

IN-HOUSE SERVICES



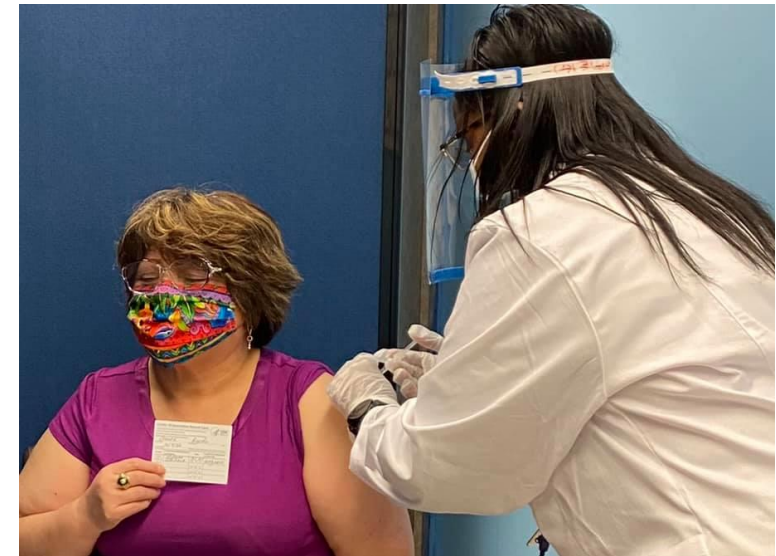
Blood draws, point of care testing, and lab work.



Digital X-Ray



Vaccines Administration





MENTAL HEALTH

WEEKLY THERAPY

Fenix has 3 therapist on staff that see our patients weekly.

GROUP THERAPY

Fenix hosted the first Spanish speaking NAMI in Lake County.

The National Alliance on Mental Illness (NAMI) is a nationwide, grassroots mental health organization. NAMI offers educational programs and advocates for individuals and families affected by mental illness and suicide.

4TH OF JULY

Fenix has a special fund for the victims of the July 4th shooting. This fund ensures that all care is provide is completely free.

EDUCATIONAL GROUPS AND CLASSES



BABY AND ME GROUP

The Baby and Me program is designed to provide education and support new mothers. The program typically includes a series of classes or sessions that cover a range of topics related to infant care and parenting.



PRE-NATAL CLASS

Prenatal classes are educational courses designed for expectant parents to help them prepare for childbirth and parenthood. These classes cover a variety of topics such as stages of pregnancy, labor and delivery, infant care, breastfeeding, and postpartum care. The goal of these classes is to provide information and support to expectant parents, so they feel confident and prepared for the arrival of their baby.

OTHER GROUPS AND CLASSES

EXERCISE CLASSES



NUTRITIONAL COUNSELING

Other services available, but not shown:

- Autism Awareness class
- Yoga
- Girls' teen support group



WHAT'S NEXT?

PRENATAL CARE

According to data from the Illinois Department of Public Health, there are significant disparities in access to prenatal care among the Latinx community. Latina women are less likely to receive timely prenatal care compared to non-Hispanic white women.

DENTAL CARE

Dental care is very expensive. Finding dental clinics that offer Medicaid prices for uninsured people is difficult.

SPECIALTY CARE

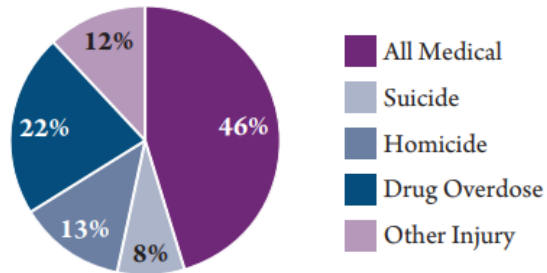
There is not enough specialist in Lake County that accept Medicaid or price fairly for uninsured individuals. Additionally, many specialist do not speak Spanish.

LACK OF PRENATAL CARE FOR THE LATINX POPULATION

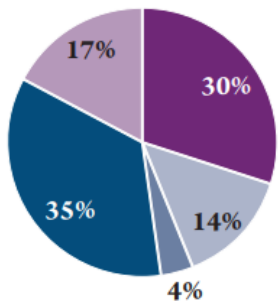
- In 2018, 80.6% of non-Hispanic white women in Lake County, Illinois received prenatal care in the first trimester of pregnancy, which is considered timely and optimal. In contrast, only 66.1% of Latina women received timely prenatal care.
- 5.5% of non-Hispanic white women received no prenatal care at all, compared to 8.6% of Latina women.
- The data also shows that there are significant disparities in access to prenatal care based on income and education level. In 2018, only 59.2% of women with less than a high school education received timely prenatal care, compared to 88.9% of women with a college degree.
- 94.2% of women with private insurance received timely prenatal care, compared to 68.2% of women with Medicaid.

MORBIDITY AND MORTALITY OF LATINX WOMEN

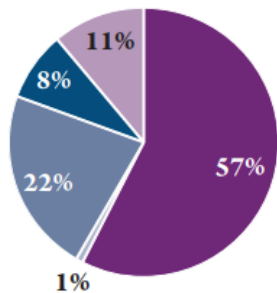
Figure 13. Underlying Causes of Pregnancy-Associated Death, By Race/Ethnicity, Illinois 2016-2017



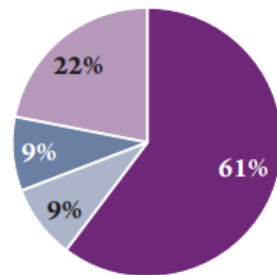
White Women



Black Women

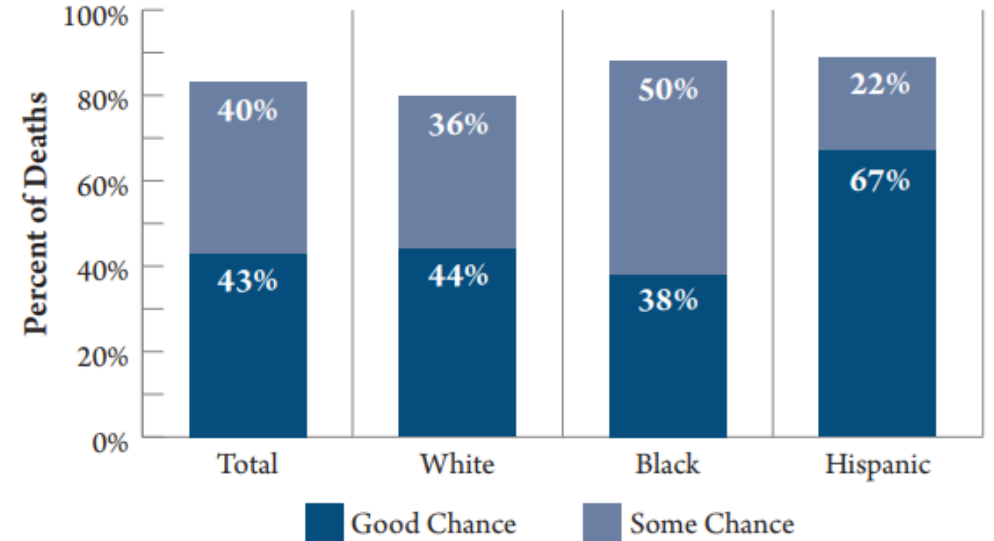


Hispanic Women

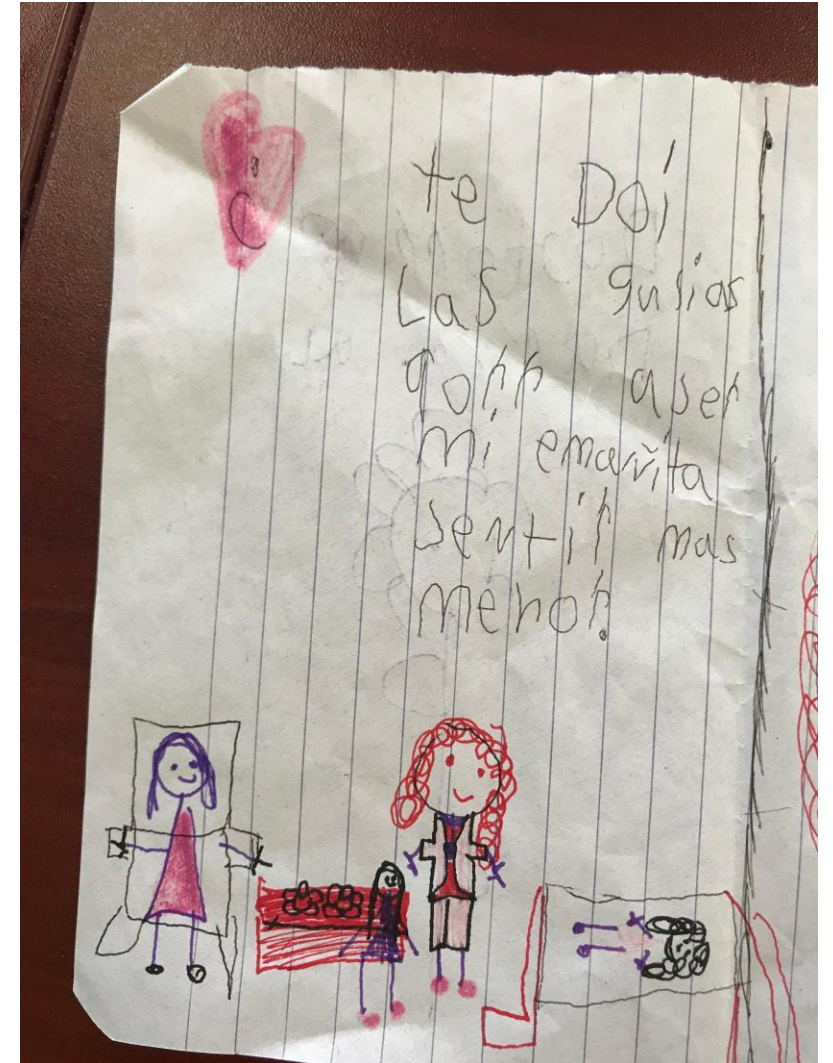


Due to rounding, percentages in this figure do not add up to 100%

Figure 21. Percent of Pregnancy-Related Deaths That Were Preventable, By Race/Ethnicity, Illinois 2016-2017



THE POWER OF COMPASSIONATE CARE:



THANK YOU



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