

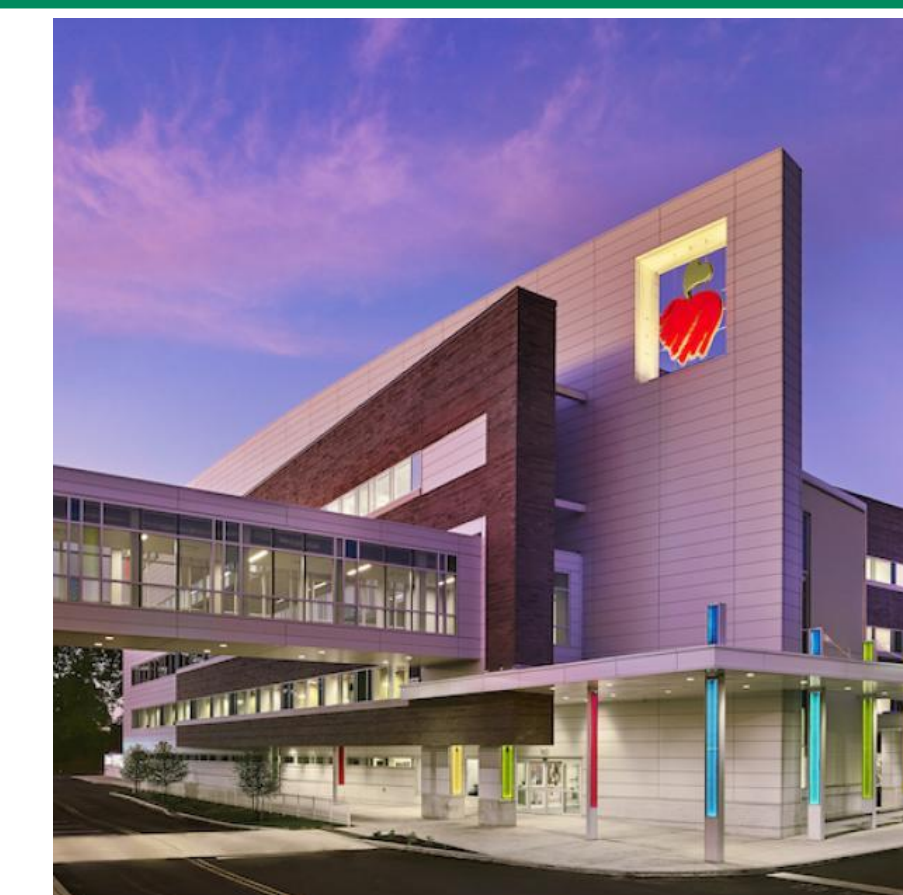


# CPC Clinic / Interpreter

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## St. Christophers Childrens Hospital / Center for the Urban Child

The Center for the Urban Child and the Collaborative Primary Care Clinic aim to address the unmet needs of one of Philadelphia's most underserved communities. They provide not only world-class health and preventative services to children in a low-income community. They also go above and beyond to provide additional resources that help to close the health gaps in the community. The center has become a hub for families to receive healthcare, preventative services, walk in sick clinics, wellness services, social services and other support.



<https://towerhealth.org/locations/st-christophers-hospital-children/about/community-health-and-outreach/center-urban-child>

### BACKGROUND/CONTEXT

In Philadelphia, impoverished communities grapple with pronounced disparities in healthcare, with 30% lacking regular access to primary care due to systemic barriers and entrenched inequities. The Center for the Urban Child has been instrumental in addressing this challenge, providing care to over 5,000 underserved individuals annually and offering tailored resources that have reduced preventable hospitalizations by 20%. Through its dedicated efforts, the Center is not only promoting health equity but also catalyzing a brighter, more inclusive future for the entire Philadelphia community.

### TEAM'S EXPERIENCE

I developed and implemented a web-based welcome form and screener for patients to enable better understanding of patient needs and providing timely assistance when required. I also served as an interpreter for Spanish-speaking patients, facilitating effective communication with physicians. I also took the initiative to create a children's book in Spanish. The book is aimed to help young Spanish-speaking children better comprehend and prepare for their visits to the doctor's office, ultimately improving their healthcare experience.

### ACCOMPLISHMENTS/ CHALLENGES/ JOYS

- Collaborated closely with individuals seeking guidance to chart their future.
- Engaged deeply with the community, crafting solutions tailored to their needs.
- Authored a children's book in Spanish to support linguistic diversity.
- Benefited from a team eager to impart their expertise and insights.
- Relished the autonomy to shape and personalize projects.
- Engaged with families navigating intricate social dynamics and past traumas.
- Witnessed firsthand the gaps in our societal approach to healthcare.

### REFLECTION

During my time at BTG, I experienced a significant shift in my mentality and approach to patient care. While my academic courses and various programs had made me aware of the social determinants of health that profoundly impact our population, I was in the process of integrating this understanding into my decision-making and how I perceived those around me. It was a journey towards completeness, where the awareness was present, but not yet fully ingrained. However, BTG has transformed this awareness into an active and integral part of my thought process.

Now, understanding the influence of social determinants of health has become second nature to me. It's no longer a conscious effort to include these factors in my assessments and interactions with patients. Instead, it has become a default setting in my being. I find myself naturally taking into account the broader context of a patient's life, recognizing how social factors intertwine with their health outcomes.