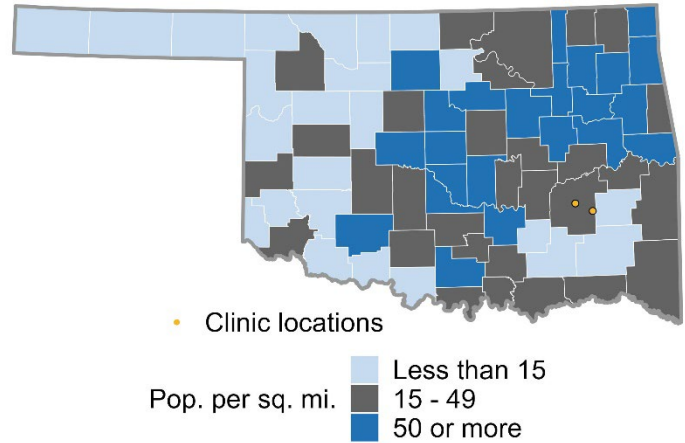


Caring Hands Healthcare Centers, Inc.

Caring Hands Healthcare Centers, Inc. (CHHC) is a nonprofit organization that has been a Title X grant recipient since 2018. CHHC provides services to approximately 12,000 people each year—of which approximately 1,200 are Title X recipients—through federally qualified health centers (FQHCs) in Southeastern Oklahoma.¹





Stats at a Glance²

- ▶ Number of family planning (FP) encounters – 657
- ▶ FP users with incomes below 100% Federal Poverty Level (FPL) – 178 (44%); all FP users with incomes below 250% of FPL – 265 (65%)
- ▶ Number of tests performed for gonorrhea – 128, syphilis – 62, and HIV – 75
- ▶ Number of female users who received a chlamydia test – 110 or a Pap test – 24



Overview of Services Offered

As a Title X recipient, CHHC provides a broad range of FP services including pregnancy prevention and birth spacing, pregnancy testing and counseling, assistance to achieve pregnancy, basic infertility services, sexually transmitted infection (STI) services, and other preconception health services. The services are voluntary, confidential, and provided regardless of ability to pay.³ The infographic below is an Overview of Services Offered within the CHHC network. The data shown below are not specific to any particular site but rather are representative of the broader grantee network. For information on services available at individual service sites, please refer to the [OPA clinic locator](#).

 Pregnancy assistance and counseling	 Contraceptive services	 STI services	 Other preventative health services
<ul style="list-style-type: none"> ● Counseling on achieving pregnancy ● Preconception health services ● Pregnancy testing and counseling ● Basic infertility services 	<ul style="list-style-type: none"> ● FDA approved long-acting contraceptives ● FDA approved short-acting contraceptives ● Natural family planning methods 	<ul style="list-style-type: none"> ● STI and HIV education and counseling ● STI and HIV screening and testing ● STI and HIV treatment ○ STI self-testing ○ Expedited partner therapy ● PrEP counseling and risk assessment ● PrEP prescription services ● PEP counseling ● PEP prescription services 	<ul style="list-style-type: none"> ● Screening for breast cancer ● Screening for cervical cancer ● HPV vaccinations ○ Screening for intimate partner violence ● Screening for mental health ● Screening for obesity ● Screening for smoking, drug, and alcohol use ● Adolescent-friendly health services
<p>LEGEND</p> <ul style="list-style-type: none"> ● Available at all service sites ◐ Available at service sites and through referrals ○ Available through referral only 			

¹ Source: Data collected by Mathematica in 2023 for the Title X Implementation Study.

² Source: Family Planning Annual Report (FPAR): [2022 National Summary](#).

³ See the [Title X Service Grants web page](#) for more information on the requirements and regulations guiding Title X projects.

Equity in Practice



CHHC overcomes the lack of public transportation to its clinics by offering alternate transportation options to clients. For example, CHCC has a paid partnership with a local bus company to transport clients to service sites. The buses are accessible with wheelchair ramps and can serve patients within city limits, however the bus will also go further on a case-by-case basis. This service has particularly increased access for people experiencing homelessness and individuals with disabilities. The health center also has another transportation service specifically for with clients using Medicaid. Looking ahead, CHHC is developing ways to use a mobile unit to bring services to individuals so they do not have to travel to a service site. The mobile clinic will have a full-service exam bed, restrooms, and freezers for lab work.

Innovations in Practice



To improve quality of care for clients, CHHC has an electronic client messaging program called Care Message that is integrated with a population health tool and its electronic health records. The grantee uses this program to securely send text messages to clients who are due for a service, such as a mammogram. Clients can respond to schedule an appointment, say they already had the service, or decline the service. CHHC uses the client's response to schedule an appointment, if requested, and update its medical records accordingly. CHHC sends out patient satisfaction surveys through Care Message after an appointment. Care Message has proven successful in scheduling clients for services and receiving feedback on their visit.

Did You Know?



To increase access to services for men, CHHC has a Men's Health Month campaign every June. The campaign encourages men to come in for a wellness visit without any out-of-pocket costs. At the visit, men can elect to receive tests for prostate-specific antigen, testosterone, and/or HIV. CHHC promotes the campaign in the community at places like homeless shelters, gyms, barbershops, police and fire stations, and local restaurants. This campaign has brought in both new and established male clients and helping men receive diagnoses for chronic diseases and get the treatment they need.



CHHC has a dedicated data analyst who reviews health center data for quality improvement to better understand the needs of clients at the clinic and state level. The analyst uses a population health tool that is integrated into the EMR to generate daily reports, including Title X specific reports. For example, "huddle reports" are created to identify the services a client is due for and then CHHC can use the Care Message program (discussed above) to contact the client to schedule those services.



CHHC saw a need to provide sexual and reproductive health education to youth in the community because Oklahoma does not require sex education in schools. To help do this, CHHC staff designed a curriculum based on materials from the National Institutes of Health, the Centers for Disease Control and Prevention, and Title X. The curriculum includes information on healthy relationships, sexual health, accessing health information and resources, sexual risk behaviors, puberty, birth control, and pregnancy. The schools that CHHC partners with to offer this programming can choose which topics they want to cover from the CHHC-designed curriculum, and CHHC works with each school to tailor the slides and curriculum. CHHC also provides partner schools with materials about Title X services.

About the Title X Program

The Title X Family Planning Program, created in 1970 and authorized under Title X of the Public Health Service Act, is administered by the Office of Population Affairs (OPA) in the U.S. Department of Health and Human Services. For more information, please refer to OPA's [website](#).

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