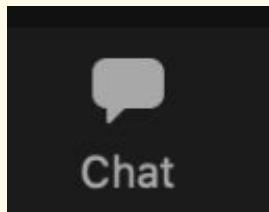
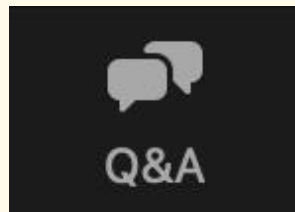




Patient-Centered Strategies for Coordinated Community Health Care

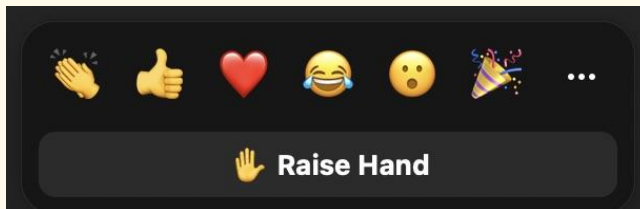
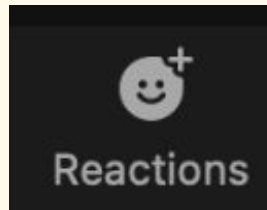
September 17, 2025 | 10am HST / 1pm PST / 3pm CST / 4pm EST

Webinar Shortcuts



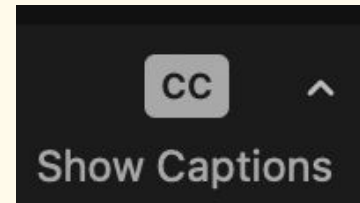
Windows:
Ctrl+T

Mac: **⌘+K**

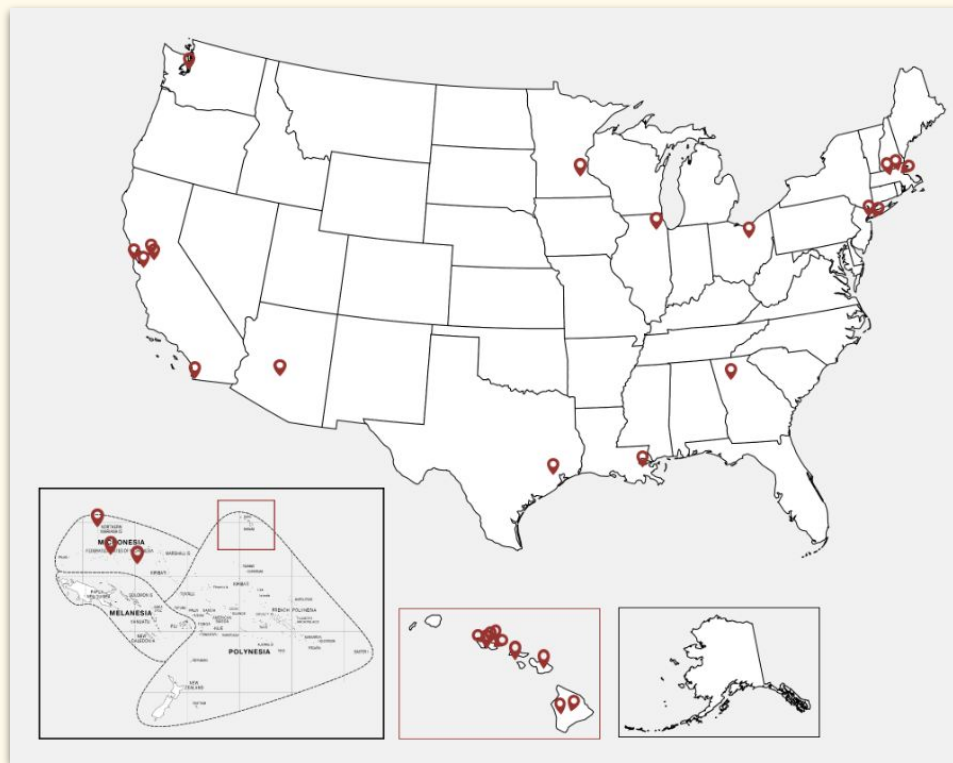


Windows:
Alt+Y

Mac:
Option+Y



About AAPCHO



Speakers



Nashia Choudhury, MPH, *Director of Programs,
Health Care Transformation, AAPCHO*



Zeinab Eyega, MSc, *Executive Director, Sauti Yetu
Center for African Women, Inc.*

Learning Objectives

1. Identify patient-centered strategies to enhance care coordination and address patient needs;
2. Examine the role of community engagement and trust-building in creating welcoming and responsive healthcare environments;
3. Apply practical approaches to patient-centered operations to support care, improve health outcomes, and strengthen community partnerships.

Patient-Centered Care



What is patient-centered care?

- Seeing the whole person, not just the medical issue
- Responding to individual preferences and lived experiences
- Prioritizing respect, trust, and communication
- Creating a welcoming environment
- Involving patients in decisions and solutions



What Patients May Be Carrying...

- Language, customs, and systems
- Stress from life (housing, jobs, family, etc.)
- Prior negative experiences with healthcare
- Distrust or fear based on treatment or identity
- A strong need to feel safe, in control, and understood



Our Partner in Community-Centered Care: Sauti Yetu Center for African Women, Inc.

- Team of legal, community services, and public health professionals providing a continuum of individualized and community-level education, resources, and supports.
- Address sex-based violence, legal issues, relationships, and access to healthcare.
- Services include case management, counseling, legal support, health insurance & primary care, and educational workshops & discussion groups.



Case Study: MENA Region



Shared Commonalities of this Region

- Shared values, nomadic traditions, and conservative values
- Different religions
- Healthcare influences
- Challenges and pathways → family roles, stigma, norms shaping care experiences



Confidentiality, Privacy, & Communication in Healthcare

- Privacy & modesty is very important: reluctance to share information until trust is built
- Family role: collective decision-making may lead to delays in care
- Communication style: polite speech, gradual delivery of difficult information, emotional reassurance
- Language barriers: dialect differences and limited English proficiency can lead to misunderstandings
- Preference for same-sex providers



How Health Centers can Work with Community-Based Organizations

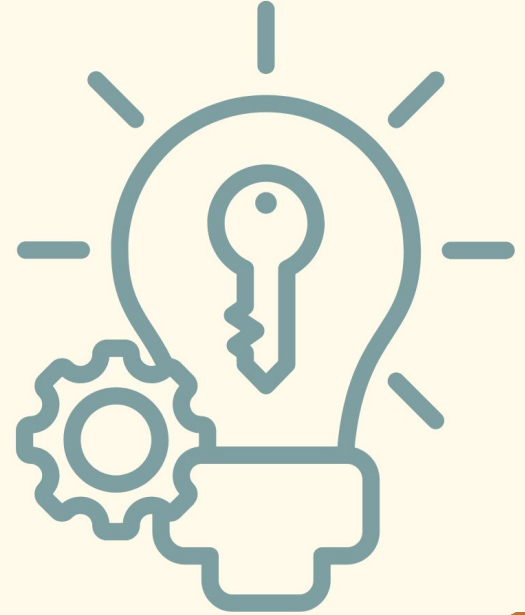
- Learn from trusted messengers in the community
- Identify barriers to access and responsiveness
- Improve referrals and warm handoffs
- Coordinate around language, customs, or safety needs
- Build long-term relationships, not one-time connections



Practices in Action

Across staff roles, care includes:

- **Front desk:** greet with warmth, use plain language
- **Clinical:** ask permission before exams and explain steps clearly
- **Enabling services:** allow time, help with forms, listen fully and attentively
- **Leadership:** support training, protect flexibility in workflows



Thank You!

Contact us at training@aapcho.org if you have any questions!

