

Student Volunteer Program

Lawndale Christian Health Center (LCHC)

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Introduction

Welcome!

Welcome to Lawndale Christian Health Center! We're glad you have chosen to work as a volunteer among brothers and sisters to show and share Christ's love to our patients and to one another. We hope this introduction to volunteer work facilitates an easy and enjoyable commencement to your time serving at Lawndale. There's a lot to learn about working at LCHC. We're all willing to help. If you have a question please do not hesitate to ask someone.

History of LCHC

LCHC has its roots in the efforts of a group of community residents, largely from Lawndale Community Church, who in 1984 spearheaded an effort to address the lack of affordable, quality health care services in their community. Now over a quarter million people come through our doors each year at all our sites for medical, dental, eye, health support, and fitness visits. LCHC provides a full spectrum of primary care services on the West Side of Chicago as a faith-based, Christian community health center. LCHC operates five health clinics across the West side of Chicago, located in North and South Lawndale, Archer Heights, and East Garfield Park. In early 2015, LCHC will be opening an additional clinic to better serve the East and West Garfield Park neighborhoods.

Our staff of over 400 people includes more than 80 health care providers. LCHC is a not-for-profit organization accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO or TJC) and is recognized as a Federally Qualified Health Center (FQHC) by the U.S. Department of Health and Human Services' Bureau of Primary Health Care (BPHC). In addition, as the largest Christian community health center in the country, Lawndale plays a key role in organizations that promote Christian health care and community development. Lawndale Christian Health Center is a partner of the Christian Community Health Fellowship (CCHF), whose mission is to educate, encourage and equip Christians to live out the gospel through healthcare among the poor. Lawndale is also in partnership with the Christian Community Development Association (CCDA), a group whose aim is to **inspire, train, and connect Christians who seek to bear witness to the Kingdom of God by reclaiming and restoring under-resourced communities.**

The Community We Serve

The primary service area of LCHC is a federally-designated medically-underserved area consisting of approximately 170,000 people, of whom 42% are African American and 48% Hispanic. In the two zip code areas immediately surrounding LCHC (60623 and 60624), 38% of the population is below the poverty line, and 69% earn less than 200% of the poverty line. In North Lawndale alone, 45% of the community's nearly 11,000 households earn less than \$20,000 annually. Federally reported data indicates that only 63% of the low-income population are health center patients, leaving a large portion of the population with unmet medical needs.

In 2013, LCHC provided primary care for close to 55,000 low-income patients. Close to one-third of all visits are paid for on a sliding scale by patients who have no health insurance coverage. Another 53.5 percent of patient visits are paid by Medicaid, and the remaining care is evenly divided between Medicare and private insurance. These patients accounted for 154,000 medical visits in family practice, internal medicine, obstetrics/gynecology, and pediatrics. They also composed of 12,000 behavioral health visits, nearly 11,000 dental visits, and 4,500 optometry exams. LCHC serves a diverse patient base, of which 59% are Latino/Hispanic patients and 38% are African American. The rest of our patient population is composed of minority groups such as Czech, Polish, and Chinese immigrants. Due to its proximity to immigrant neighborhoods, LCHC clinic sites serve a high number of patients whose first language is not English.

The Volunteer Program

The LCHC volunteer program was recently organized in an attempt to establish a mutually beneficial program, whereby students interested in healthcare could gain experience working in a faith-based medical center and LCHC could gain the help of volunteers.

Catechisms of Volunteer Work

1. Love the Lord your God with all of your heart, soul, mind and strength.
2. Be a blessing to the providers, nurses, support staff, and patients of LCHC through your volunteer work.

Please contact Timothy Chung (TimothyChung@Lawndale.org) or Shane Zhou (ShengZhou@Lawndale.org) with any questions.

The mission of the Lawndale Christian Health Center is to show and share the love of Jesus by promoting wellness and providing quality, affordable health care for Lawndale and the neighboring communities

Volunteering Opportunities

Waiting Room Reader

Description: Childhood literacy is an incredibly important initiative of the Lawndale Christian Health Center. Volunteers will support this crucial program by reading to children in our waiting room. Due number of patients medical providers must see, wait times may be very long. Volunteers will be a great blessing to the children by using this wait time to ignite the curiosity of our patients. On a deeper level, volunteers will play an active role in a child's mental and linguistic development as well as promoting childhood literacy. These factors make a lifetime of difference in the lives of our patients.

Waiting Room Musician

Description: Lawndale Christian Health Center wants the clinic to be a welcoming place where patients can feel at home. We strive to create a healing environment that addresses all factors that contribute to health, e.g., physical, sociological, emotional, mental. Music plays a profound role in transforming the clinic environment into a place of emotional and spiritual healing. Waiting room musicians will have the opportunity to provide entertainment and relaxation to our patients while they wait to see their provider. In general, you will need to provide your own instrument. If you play the piano, we will borrow a keyboard from Lawndale Community Church. We would need to approve your repertoire to make sure it will contribute to the environment we strive to create at LCHC.

Patient Portal Assistance

Description: Our patient portal (MyHealth) is a secure website that allows patients to access their health information online, allowing patients to take responsibility of their own healthcare. Volunteers will be stationed in the clinic waiting rooms. There, you will educate patients about the portal and help them register. Through this, you will better understand our patient population and how to engage with patients.

Marketing/Outreach Volunteer

Description: Volunteers will work closely with the Manager of the Marketing and Communications department to support the health center's outreach efforts. You should be passionate about reaching out to a diverse range of people and understanding their needs. Roles may include reaching out to site managers to understand their needs and compiling feedback from the various ministries of the health center. Additionally, you may help with the assembly and distribution of key marketing material across all clinic locations. Finally, you may gain insight into the art of patient care through collecting testimonies of medical providers across all of LCHC's clinical sites.