



PATIENT LEADERSHIP COUNCILS (PLCs)

LIST OF SERVICES

Seven PLC groups:
Cantonese, Mandarin,
Vietnamese, Korean, Khmer
(Cambodian), Tagalog, and
Young Adults.

Issues of Interest:

- ◆ Civic Engagement
- ◆ Health coverage enrollment
- ◆ Patient Rights
- ◆ Health care access
- ◆ Nutrition/Exercise
- ◆ Social security
- ◆ Immigration/naturalization
- ◆ Legal advice
- ◆ Environmental Safety
- ◆ Community development
- ◆ Advocacy
- ◆ Housing
- ◆ Disaster and emergency planning
- ◆ Hypertension
- ◆ Diabetes
- ◆ Cancer, CVD
- ◆ Educational materials
- ◆ Leadership development

What is Patient Leadership Councils (PLCs)?

In July 2005, Asian Health Services (AHS) created the Patient Leadership Councils (PLCs) in different languages to train patients as “promotores,” or volunteer peer health advocates, who can train their communities about key health and advocacy issues. There are approximately 100 PLC members, with ages ranging from 22 to 80 years old.



Housed within the Community Liaison Unit (CLU), AHS bilingual and bicultural staff facilitates monthly meetings for each of the PLC groups. The meetings allow time for social interactions as well as the educational and leadership training components. CLU conducts health education and leadership development training to increase members’ ability to participate in health advocacy. The PLCs, with support from CLU, also identify and invite linguistically appropriate community health experts to speak about key health disparities, especially among low-income immigrants, to gain greater knowledge.

What PLC members do: PLCs have recruited patients to participate in the semi-annual AHS General Meetings and provided direct input in the planning stages of these meetings to ensure participation of their respective communities. PLC members will be trained to serve as a “health navigator” for their community members by sharing knowledge of how to access health care as well as physically accompanying them through the health care system.





Program Goals and Objectives

- Improve the quality of care and patient satisfaction/customer service through providing regular feedback from patient to providers/health system in an accountable way to support continued quality improvement.
- To support and empower patients in identifying and impacting social/policy change needed to improve the health of their communities.
- To ensure accountability of AHS to community needs.

Success and Achievements

- Asian Health Services has added four more language groups to the original three (Cantonese, Vietnamese, and Korean) created in 2005 for a total of seven PLC groups. The expansions are Mandarin (in 2006), Khmer (in 2007), Filipino (in 2010), and Young Adults (in 2014).
- By successfully tapping into the highly influential peer networks that exist within our patient population, the PLCs have doubled their average membership of community members per group.
- Through preliminary leadership development training in the PLCs, six members have been former AHS Board of Directors.

**Asian Health Services
Patient Leadership Councils**
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"As a Vietnamese community member, I also would like to be a part in the upcoming health care reform campaign. I believe that if every single community member gets more involved in the healthcare advocacy in these days, then every resident in California will have a healthy and happy life."

-Vietnamese PLC Member

"Most important of all, the activities and training that I have participated and received through PLC meetings have helped me to get a vision of our current health care system, which has the most important issue that we now all have to have: why so many people have no health insurance as they cannot afford it even though they work and pay taxes."

-Cantonese PLC Member



Mission

To increase patient and community involvement and leadership in identifying and addressing issues related to health and health care in the [Language Group] community, and to foster communication between the community and Asian Health Services (AHS).

Qualifications

- Be members of the ethnic community you will be representing.
- Care about and know your community.
- Be committed to your community by serving at least 2 or more hours of service each month.
- Be willing to be trained on AHS services, community resources, and Asian-American health and quality of life issues.
- Be willing to be resources within your community for information or advice.
- Reside in Oakland, Alameda County, or the greater Bay Area.
- Preferably be a patient (or former patient) of AHS.

Expectations and Objectives

- To help identify community-based key issues for AHS.
- To educate and alert the PLC group and AHS on concerns in your community.
- To work with AHS on specific tasks and activities determined by the PLC group and Facilitator & staff members.
- To develop informal linkages within your communities to enhance health education and dissemination.
- To conduct formal and informal outreach and education in your communities.
- To attend all PLC trainings and meetings. (If you miss 3 consecutive meetings without sufficient notice and reason, the facilitator will discuss with you about your ability to continue as a PLC member.)
- To serve at least one year as a PLC member.
- To dedicate 2 or more hours per month to PLC activities. This includes attending PLC related events and/or attend regular PLC meetings

Note: to help offset costs of travel and time, AHS provides a gift card after each PLC monthly meeting.

I accept the following terms and will be committed in my contributions as an Asian Health Services PLC representative.

Print Name

Signature

Date