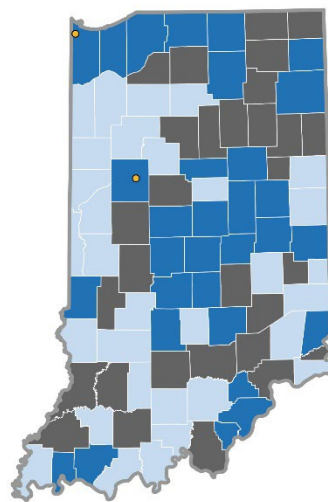


Planned Parenthood Great Northwest, Hawai'i, Alaska, Indiana, and Kentucky

Planned Parenthood Great Northwest, Hawai'i, Alaska, Indiana, and Kentucky (PPGNHAIK) is a nonprofit organization that has been delivering Title X services in Indiana for over three decades. PPGNHAIK serves approximately 4,500 clients per year via standing family planning clinics in Lake and Tippecanoe counties.¹

Stats at a Glance²

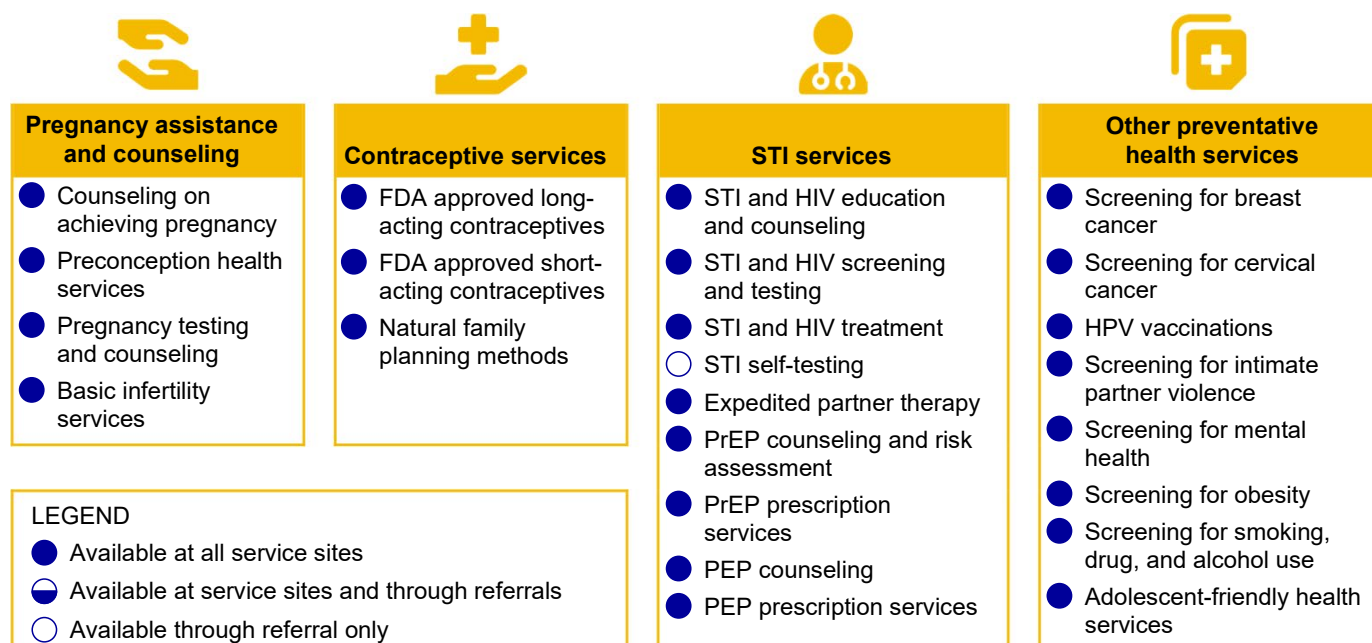
- ▶ Number of family planning (FP) encounters – 1,405
- ▶ FP users with incomes below 100% Federal Poverty Level (FPL) – 739 (63%); all FP users with incomes below 250% of FPL – 1,010 (86%)
- ▶ Number of tests performed for gonorrhea – 428, syphilis – 50, and HIV – 235
- ▶ Number of female users who received a chlamydia test – 308 or a Pap test – 112



- Clinic locations
- Pop. per sq. mi.
 - Less than 65
 - 65 - 114
 - 115 or more

Overview of Services Offered

As a Title X recipient, PPGNHAIK 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 PPGNHAIK 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](#).



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

² Source: Family Planning Annual Report (FPAR): [2022 National Summary](#). This grantee provided Title X services from August 1, 2022, through December 31, 2022; the data reflect this abbreviated time period.

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

Innovations in Practice



PPGNHAIK is partnering with define&empower to train health care providers and clinical staff to create a more equitable and inclusive environment for staff and clients. Define&empower is a strategic and creative incubator for applied Black feminist thought. It helps organizations such as Planned Parenthood redefine their relationship to difference, and move toward more equitable futures. In this particular collaboration, define&empower is working with PPGNHAIK to examine its workplace culture and practices. The goal is to ensure the perspectives and lived experiences of all staff and clients, regardless of their race, sexual orientation, or gender, are welcome and respected in the clinical environment they work or receive care in.

Did You Know?



PPGNHAIK's marketing department oversaw a comprehensive, multichannel paid and organic marketing and awareness campaign designed to inform key audiences of health care services available through the Title X program. Digital marketing was supplemented by traditional media, and organic tactics included patient reminder postcards, transit ads, and print ads in select publications.



To better identify existing health inequities and barriers, PPGNHAIK completed a Disparity Needs Statement using local demographic, cultural, and linguistic data soon after grant award. PPGNHAIK will use findings from its Disparity Needs Statement to inform continuous quality improvement strategies agencywide and in the Title X program; design effective interventions; and ensure maximum accessibility (for example, by deciding on the best hours of operation).



PPGNHAIK contracts with a company to develop and distribute client satisfaction surveys to improve client experience, safety, and quality. The grantee now sends emails or texts a client experience survey to every client about 24 hours after their visit. In addition to answering basic demographic questions, clients rate their experiences in several key domains like accessing care, provider experience, meeting personal needs, and overall assessment. PPGNHAIK uses a Likelihood to Recommend question as a key customer service performance indicator to monitor quality.

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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Website: <https://www.plannedparenthood.org/planned-parenthood-great-northwest-hawaii-alaska-indiana-kentuck>