

**HEALTH LIAISONS &
REFUGEE HEALTHCARE**

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OVERALL GOALS OF VIRGINIA REFUGEE HEALTH SERVICES

- ⊗ Protect public health
- ⊗ Make health an integral part of comprehensive resettlement so that refugee health issues are not a barrier to self-sufficiency

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FIVE INTEGRATED OBJECTIVES

- > timely refugee medical screenings conducted for every eligible-refugee person*
- > timely follow-up on conditions identified as needing follow-up*
- > connecting every refugee-eligible person with a refugee medical home for on-going and evolving health needs*
- > developing mental health and health resources in each community where refugees resettle
- > training for all four service delivery providers

[** REFUGEE HEALTH DATA COLLECTION AND TRACKING SYSTEM]

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EXPECTED OUTCOMES

Increase

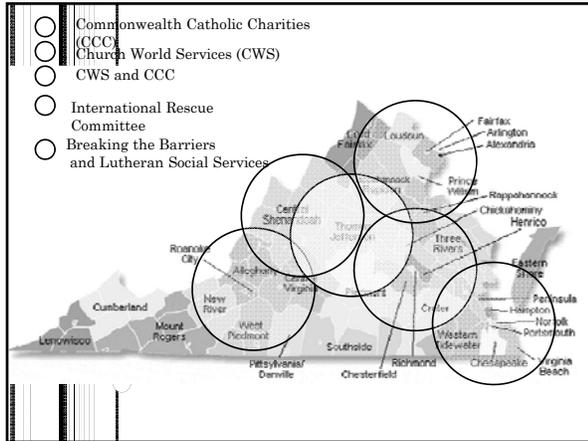
- o timeliness of initial medical screenings
- o quality of follow-up & on-going services
- o access to mental health services
- o Access to and quality of health and mental health interpreters

Decrease

- o health as an employment barrier
- o *family dysfunction due to health issues*

Improve health data tracking and collection

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MANY PATHS TO SAME GOAL



OVERVIEW

- o Case Studies
- o Regional Trends
- o Other Projects



CASE STUDY #1



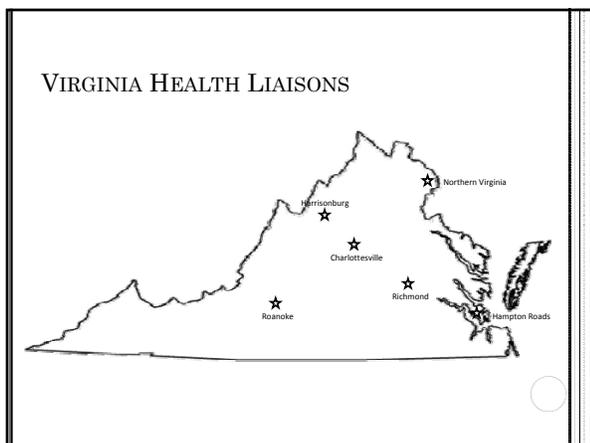
CASE STUDY #1

- o Single refugee
- o Medicaid approval delay
- o ER usage
- o Confusion of western healthcare system
- o Issues with Medicaid taxi
- o Limited English
- o Medicaid limit
- o Taking time off work



CASE STUDY #2

- ### CASE STUDY #2
- Single refugee
 - Language barrier
 - Inability to work
 - Complex medical needs
 - Medicaid limit
 - End-of-life issues
 - Transportation needs
 - Lack of self-sufficiency



CLASS B DISTRIBUTION

- o In FY2012 (October 1, 2011-September 30, 2012):
 - Charlottesville: 55 cases
 - Hampton Roads: 26 cases
 - Roanoke: 24 cases (since May 22)
 - Northern Virginia (Location #1): 13 cases since August
 - Northern Virginia (Location #2): 15 cases since March
 - Richmond: no data
 - Harrisonburg: no data



MEDICAL HOMES

- o Charlottesville: UVA Health System
- o Hampton Roads: Riverside Health System
- o Richmond: Bon Secours Health System
- o Roanoke: Carilion Health System
- o Northern Virginia: none at this time
- o Harrisonburg: unknown



OUR PROJECTS

- o Establishing mechanisms for informing clients of upcoming medical appointments
- o Tracking client appointments and medical needs
- o Teaching ESL students about basic health issues and the US healthcare system
- o Attending conferences and webinars to keep up-to-date on issues affecting the refugee community
- o Creating pamphlets for clients on health issues



MEDICAL VOLUNTEERS

- Public health students (ideally) who volunteer to help address issues our clients face in accessing healthcare, including:
 - Transportation to and from appointments
 - Interpretation at appointments
 - Orientation for clients re: healthcare system
 - Orientation for healthcare providers re: refugees



HEALTH LITERACY

- Working with nurses to teach health literacy courses in clients' own languages
- Course covers the following topics:
 - Patient rights and responsibilities
 - What to ask your doctor
 - Healthy practices
 - Hygiene, exercise, smoking cessation, wearing seatbelts, bed bugs, cockroaches
 - Mental health
 - Stress management
 - Substance abuse



HEALTH PASSPORT

- Folder given to each client to facilitate communication between doctor and patient and to increase client access to the healthcare system
- Contains:
 - Client demographic information and health history
 - Client medical & immunization paperwork
 - Directions from client's house to doctor's office, hospital and health department
 - List of upcoming appointments and what to take to each appointment
 - List of important phone numbers
 - Health information translated into client language



