Improving Refugee Maternal and Child Outcomes

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Refugee Women’s Health Clinic
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Arizona’s Health Literacy 2020
Refugee Women’s Health Clinic: Mission and Vision

• To offer culturally grounded and linguistically appropriate health services to the growing number of refugee and immigrant women in the Phoenix metropolitan area.
• The goal is to reduce and eventually eliminate health disparities and cultural barriers to care.
Objectives

Learn

• A framework of Care to Help Refugee Women Access Health Care
  • Cultural Health Navigation Model
• How Health Literacy Techniques (CBPR) Improve Health Outcomes
  • Health Literacy Demonstration and other projects
• Examples of Informed Culturally Tailored Health Care Services to
  Improve Refugee Maternal and Child Health Outcomes
• Suggested Best Practices
Cultural Health Navigation

• For Competent Care and Service delivery
• For Improved Culture of Safety
• For Enhanced Culturally Informed Health Education
• For Increased Coordination of Care
• For Quality Outcomes
RWHC

CHN Logic Model
**Cultural Health Navigators**

Shared culture, shared lived experience, shared language, knowledgeable in US health system and trained in medical case management.

**INPUT**

<table>
<thead>
<tr>
<th>Activities</th>
<th>Output</th>
<th>Outcome</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intensive case management of refugee patients.</td>
<td>Increased engagement of refugee patients with providers.</td>
<td>Increased utilization of various health services by refugees.</td>
<td>Examples include: Great APGAR scores for neonates, Reduced C-S rates, Improved use of contraception, reduced no-show rates, reduced IP and ED admissions, etc.</td>
</tr>
<tr>
<td>Support patient navigation of the health system.</td>
<td>Improved monitoring of refugee patients through the continuum of care.</td>
<td>Improved clinical outcomes of refugee patients through the continuum of care.</td>
<td></td>
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<tr>
<td>Carry out interpretation services 24/7.</td>
<td>Increased trust of refugee patients in health system.</td>
<td>Improved outcomes of refugee patients through the continuum of care.</td>
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<tr>
<td>Ensure medication education &amp; adherence.</td>
<td>Increased health literacy</td>
<td></td>
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<tr>
<td>Conduct health literacy sessions.</td>
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Increased utilization of various health services by refugees.

Improved clinical outcomes for moms, neonates, children and men.

Increased trust of refugee patients in health system.

Improved clinical outcomes of refugee patients through the continuum of care.

Increased health literacy

Increased engagement of refugee patients with providers.

Improved monitoring of refugee patients through the continuum of care.

Conduct health literacy sessions.

Ensure medication education & adherence.

Support patient navigation of the health system.

Carry out interpretation services 24/7.
RWHC quick Facts 2008-2019

- The RWHC has served over 9000 women from 64 countries, speaking 62 languages
- More than 13,200 patient visits
- Nearly 1,870 babies delivered
- Almost 830 patients screened for mental health
Majority of patients (79%) are from one of these 4 regions

- African Great Lake Countries
  Congo, Burundi, Rwanda, Kenya, Tanzania
- Arab Nations
  Iraq, Syria, Egypt, Sudan
- Somalia
- Burma
Majority of patients (75%) speak one of these four languages:

- **African Great Lakes**
  (Swahili, Kinyarwanda, Kirundi, French, Lingala, Bambara)
- Arabic
- Somali
- Burmese

**Language Usage**

- **Arabic**, 762, 22%
- **Somali**, 532, 16%
- **Great Lakes**, 869, 25%
- **Burmes**, 405, 12%
- **Other**, 838, 25%
## Addressing Social Determinants of Health

<table>
<thead>
<tr>
<th>Education</th>
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<tbody>
<tr>
<td>• Over 220 Somali women received breast health education</td>
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<tr>
<td>• Ongoing Expectant Mother’s Classes have provided over 800 women with prenatal and postnatal education</td>
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</tbody>
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<thead>
<tr>
<th>Access to Care</th>
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<tr>
<td>• The Burmese/Bhutanese CACs enrolled 318 community fellows in health care plans</td>
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<tr>
<td>• RWHC has become a Medical Home to nearly 7,000 single patients</td>
</tr>
<tr>
<td>• Over 2,000 babies have been delivered</td>
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<table>
<thead>
<tr>
<th>Relationships and Social Interactions</th>
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<tr>
<td>• Audio visual modalities &amp; Health Videos created to convey cultural health messages to fellow members</td>
</tr>
<tr>
<td>• 350-400 women receive gifts annually at the Holiday Angel Event</td>
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<tr>
<th>Public Safety</th>
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<tr>
<td>• Over 600 car seats have been offered to children whose refugee mothers have successfully completed the child seat safety class and measures.</td>
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<thead>
<tr>
<th>Integrated Physical and Mental Health</th>
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<tr>
<td>• Over 830 individual patients screened using the RHS-15, which depicts depression, anxiety, and PTSD</td>
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<tr>
<td>• 37 English and Swahili-speaking women completed physical/emotional health exercise</td>
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Addressing Culturally Informed Health Literacy Projects

• Culturally Informed Health Videos in Somali and Swahili to improve literacy among Somali and Congolese refugees.

• Aku Anyi Swastha (Help for Health): Health Literacy for Community Health Advisors which helped over 320 Bhutanese and Burmese access care.

• Culturally Enhanced Health Care services for women affected by Female Genital Cutting in Arizona, helped over 800 Somali Women

• Culturally-Informed Covid-19 Health Preventative Videos
Promoting Health Literacy: Aku Anyi Swastha
(Help for Health)
Initiative for Healthy Burmese and Bhutanese Communities
A Community-Based Participatory Project: Promoting Healthy Burmese and Bhutanese Refugee Communities
Specific Aims:

• A Community Health Advisors (CHAs) Program has been developed to bridge the gap in health literacy in vulnerable communities by enhancing the dissemination of health information in order to improve access to health care services and the adoption of preventive health behavior by specifically targeting underrepresented, newly-arrived Asian refugee populations in Arizona.

• With the overarching goal of understanding and addressing Burmese and Bhutanese health disparities.
Background & Methods

- Establish key community partnerships between Burmese and Bhutanese refugee communities and the Refugee Women’s Health Community Advisory Committee
- Survey to Assess unique community needs
- Train and certify community leaders to become Community Health Advisors (CHAs) using the Train-the-Trainer (TTT) Method
- Implement initiatives to increase health literacy and overall health among these populations
Overview: Community Health Advisors (CHAs)

- Eleven CHAs went through training to become licensed CACs in the state of Arizona.
- CHAs underwent trainings on chronic disease self-management.
- CHAs conducted community outreach initiatives and health information sessions.
- CHAs held enrollment events and individually enrolled community members in health care plans and the ACA.
Results

• **Outcome 1: Increased Access to Health Care**
  - 307 Burmese and Bhutanese refugees were successfully enrolled in health care plans

• **Outcome 2: Dissemination of Relevant Health Information**
  - CHAs held educational meetings in their communities and disseminated health information translated in multiple languages

• **Outcome 3: Employment Opportunities for CHAs**
  - All CACs are licensed for four years
  - All CHAs gained transferrable skills and work experience
Health Topics of Interest
• Diabetes (38%)
• Heart Disease (35%)
• Cancer (29%)

Usefulness/Appropriateness of CHAs/CACs:
• 91% reported having received the right amount of information
• 92% felt having a CHA/CAC was appropriate to guide members of their community through the enrollment process
• 94% would like to receive more health information from their CHA/CAC
Congolese Health Literacy Videos:

Men Speak: Helping Women Heal

Women Speak: Finding Wellness After War

Congolese Ambassadors, Health Experts created video series on, “Getting and Staying Well for Congolese Refugees”

https://www.youtube.com/watch?v=sBZLjkPRjBpY&index=1&list=PLypihrod4Dehhj8EBxwp-g1mujMEa9z1Y
Culturally Informed women's reproductive and preventative health
Somali Health Videos

Introduction to Healthcare in the U.S.
Your Body Before, During and After Pregnancy

https://www.youtube.com/watch?v=slnB3nSp5Xg
https://www.youtube.com/watch?v=MkNEIDPuDy8
https://www.youtube.com/watch?v=RGYZYDLj3Ys
https://www.youtube.com/watch?v=9Phnmau3OjuY
Enhancing Culturally-Informed Health Care Services for Women Affected by Female Genital Cutting in Arizona

• affects over 200 million women and girls globally and over half a million in the United States

• linked to long-term health problems, including pain, infection, childbirth complications, psychological injuries, and death

• significant barriers to high quality health care, including insurance status, discrimination, low health literacy, cultural and linguistic barriers, and provider inexperience
Key Survey Demographics

N=879

83% Medicaid

42% Single
42% Married

80% in poverty

64% less than HS education

Average Length of time in U.S. = 8 years

Masjid Al-Rahma (mosque)

99% Muslim

Average age 31 years old (range 15-90)
Key Survey Findings

- 80% of surveyed women had FGM/C
- 21% of women who underwent FGM/C had complications at the time of cutting
Promoting Preconception Health Literacy Among Refugee Women

The Reproductive Plan for You (REPLAY) initiative

Aims:

- create an animated avatar video for reproductive-aged women
  - with voice-overs across: Arabic, Burmese, Kirundi, Somali, and English
- educate women about REPLAY and birth spacing; and
- assess readiness for behavior change.

Methodology:

- using voice-overs recorded by community members and CHNs.
- The script was on developing a RLP and birth spacing
- Dissemination of videos through focus groups

Results show there is,

- a multilingual audio-visual modality to convey preconception health education to newly arrived refugee women with limited health literacy
- a greater comprehension of what it means to have a RLP
- a consensus on being able to freely discuss having a RLP with their partner
- an increased agreement that having a baby too early after a previous birth affects the next pregnancy
- a benefit of waiting two years before having a subsequent child
- an acceptable modality thru video to convey health information in their native language.

Promoting Preconception Health Literacy Among Refugee Women

Arabic: http://www.youtube.com/watch?v=qvSCAn-ffxw
Burmese: http://www.youtube.com/watch?v=o9JAdCGPH8k
English: http://www.youtube.com/watch?v=Aoq2U50_FOo
Kirundi: http://www.youtube.com/watch?v=8WOHfVtl9hw
Somali: http://www.youtube.com/watch?v=3K2-wPRkTv4
Spanish: http://www.youtube.com/watch?v=1V94QolaW3c
Trailer: http://www.youtube.com/watch?v=cUIbvx8_jpk
Other Health Literacy Efforts: Covid-19 Health Videos

The videos include footage of Cultural Health Navigators in an effort to present the material in a culturally familiar context.

- Up to date knowledge of the virus
- Signs and symptoms
- Risk factors
- Preventative health and precautions

English
Swahili
Maay Maay
Spanish
Somali
Kirundi
Karen
French
Burmese
Arabic
Lingala
Burmese

https://www.youtube.com/watch?v=wkswqBk9XPw
https://www.youtube.com/playlist?list=PLm7yXhXaGwFTn6RTYELuJxAOX8hfUF1k
I am a refugee receiving care at Valleywise Health Medical Center.

Please take me there!

Name: _____________________________________
Cultural Health Navigator (CHN): ________________
CHN Phone Number: ___________________________
Program Manager: ___ 602-540-6469
Ride: _______________________________________
Ride Phone Number: ___________________________
English speaker (in home): _______________________
Insurance Renewal Date: _______________________ 
Patient Phone(☐O/ ☐F/ ☐R): _____________________

Refugee Women’s Health Clinic
Comprehensive Health Center
2nd Floor 2525 E. Roosevelt Street Phx, AZ 85008
(602) 344-1445 or (602) 344-5407
Days of Operation: Mon, Wed, Thurs

Maryvale Family Health Center
4011 N. 51st Avenue Phx, AZ 85031
(623) 344-6900
Days of Operation: Tues, Fri

Labor and Delivery
2nd Floor 2601 E. Roosevelt St Phoenix, AZ 85008
(602)344-5451

Program Manager: Jeanne Nizigiyimana
Medical Assistant: Asheraka Boru
RWHC Providers:
☐ Crista Johnson-Agbakwu
☐ Anita Martinez
☐ Madeline Powell
☐ Sonam Singh

My name is:
I need to talk to someone from the RWHC
I need an appointment on
My insurance plan is
My address is
What time can I come in?
I need transportation, can you help me?
Clinical Outcomes: 2008 - 2019

RWHC Yearly Unduplicated Patients

Number of Patients

Year


Number of Babies Delivered at the RWHC

RWHC Total Unduplicated Visits

Refugee Pediatric Medical Home is now an extension of RWHC growth
Support 2 Cultural Health Navigators (CHNs), who serve as the cornerstone of the success of the RWHC

Timing
- Baseline Period (n=156): July 2017-June 2018,
- Performance Period (n=161): July 2018-June 2019,

Approach
- Members who delivered during the baseline or performance period
- Members delivered by an RWHC provider and had prenatal visits with RWHC providers

Improving performance on quality measures:
- timeliness of prenatal care and postpartum visits,
- IP admits/1,000 members during the prenatal and postpartum periods
- Live births less than 2500 grams (NQF 1382)
## VBS-Quality Outcomes

<table>
<thead>
<tr>
<th>Measure</th>
<th>Baseline (Jul 17 – Jun 18)</th>
<th>Baseline (Jul 18 – Jun 19)</th>
<th>% Change</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Numerator</td>
<td>Denominator</td>
<td>Rate</td>
</tr>
<tr>
<td>IP Admissions</td>
<td>249</td>
<td>1,680</td>
<td>1,779</td>
</tr>
<tr>
<td>Low Birthweight Babies (&lt;2500g)</td>
<td>6</td>
<td>127</td>
<td>4.7%</td>
</tr>
<tr>
<td>Timeliness of Prenatal Care</td>
<td>40</td>
<td>156</td>
<td>39.7%</td>
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Experiences of Refugee Women in Accessing and Utilizing a Refugee-Focused Prenatal Clinic in the United States

• Having trained medical interpreters who work as CHNs at the RWHC was a key driver of utilizing the clinic specifically.
• The women opined that because CHNs are women like themselves and belong to the same culture, nationality, and language, they are more open to communicate with them regarding their feelings, their health and their other needs, which makes it easier for them to use prenatal care.
• Refugee women want CHNs who are of the appropriate “age, language and gender.”

(Banke-Thomas et al., 2017)
Best Practices

• Match a Language and a Culture whenever possible
• Promote A Joint Plan for Informed Action/Decision
• Promote Community Voice/Engagement and Participation

If not understood and adequately integrated into clinical practice, the risk of misunderstanding and alienating patient is likely (Tribe & Raval, in press)
Promoting community engagement

Involving various community stakeholders and CHNs to help create health educational materials.

“…evidence to support the acceptability and effectiveness of multilingual health advocates, like CHNs, in facilitating care for refugees.” (Banke-Thomas et al., 2017)
It Takes a Community

Community Based Organizations

Local Government

Social Services

Education

Media

Health

Quality Culturally Informed Care
Awards & Recognition

The RWHC values awards and recognition from the community, as it is a clear indication that the RWHC’s mission is being met.

Centene Foundation for Quality Healthcare
In 2015, the Refugee Women’s Health Clinic was awarded $10,000 from the Centene Foundation for Quality Healthcare

Gage Award for Remarkable Projects
In 2015, the RWHC received the Gage Award for Remarkable Projects for their excellence in serving the refugee population in Maricopa County.

Jacque Steiner Public Leadership Award
In 2017, Dr. Crista Johnson-Agbakwu received the Jacque Steiner Public Leadership Award for her dedication to the medical needs of refugees At the same event, Dr. Johnson-Agbakwu also received the Horace Steele Child Advocacy Award.

AzBusiness Magazine
In 2010, Dr. Crista Johnson-Agbakwu received the Health Care Leadership award for Community Outreach

Phoenix Business Journal Awards
In 2012, Dr. Crista Johnson-Agbakwu was recognized as a Health Care Hero
In 2018, Dr. Crista Johnson-Agbakwu received the Health Care Leadership award for Outstanding Physician
In 2019, Jeanne Nizigiyimana, RWHC co-founder and program manager, was recognized as a Non Physician Finalist for the Health Care Heroes award
In 2020, Jeanne Nizigiyimana, RWHC co-founder and program manager, received the Outstanding Women in Business award
Thank you to our Cultural Health Navigators, our Providers and our Refugee Health Care Team!

Our sincerest gratitude to our internal and external support for making this possible!