

Cross-Organizational Collaboration to Improve Connections between Refugee Health Screening and Primary Care for New Arrival Refugees in King County, WA

Presenters:

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- Brittany Hilyer, BA, International Rescue Committee (IRC)
- Liza Perpuse, MD, HealthPoint SeaTac

Other Collaborators:

- Annette Holland, King County Refugee Screening Clinic
- Cordelia Revells, Jewish Family Service (JFS)
- Bayle Conrad, International Rescue Committee (IRC)
- Liz Andes, World Relief

Outline

- Refugee Resettlement in King County, WA
- Identifying challenges
- Deliverables
- Lessons Learned & Work in Progress

REFUGEE

RESETTLEMENT

IN KING COUNTY

Refugee Resettlement in King County, WA

2,000

Refugee Resettlement in King County, WA

5

Refugee Resettlement in King County, WA

1

Refugee Resettlement in King County, WA

90

Refugee Resettlement in King County, WA

20-30

Refugee Resettlement in King County, WA

35

Refugee Resettlement in King County, WA

58%

Refugee Resettlement in King County, WA

14

Refugee Resettlement in King County, WA

- **2,000** refugees/year resettled in King County
- **5** resettlement agencies
- **1** Refugee Screening Clinic (RSC)
- Refugees screened within **90** days of arrival
- **20-30** miles between RSC and South King County
- **35** PCPs identified
 - **14** HealthPoint locations
 - **58%** establish care at a HealthPoint clinic

world relief™ 

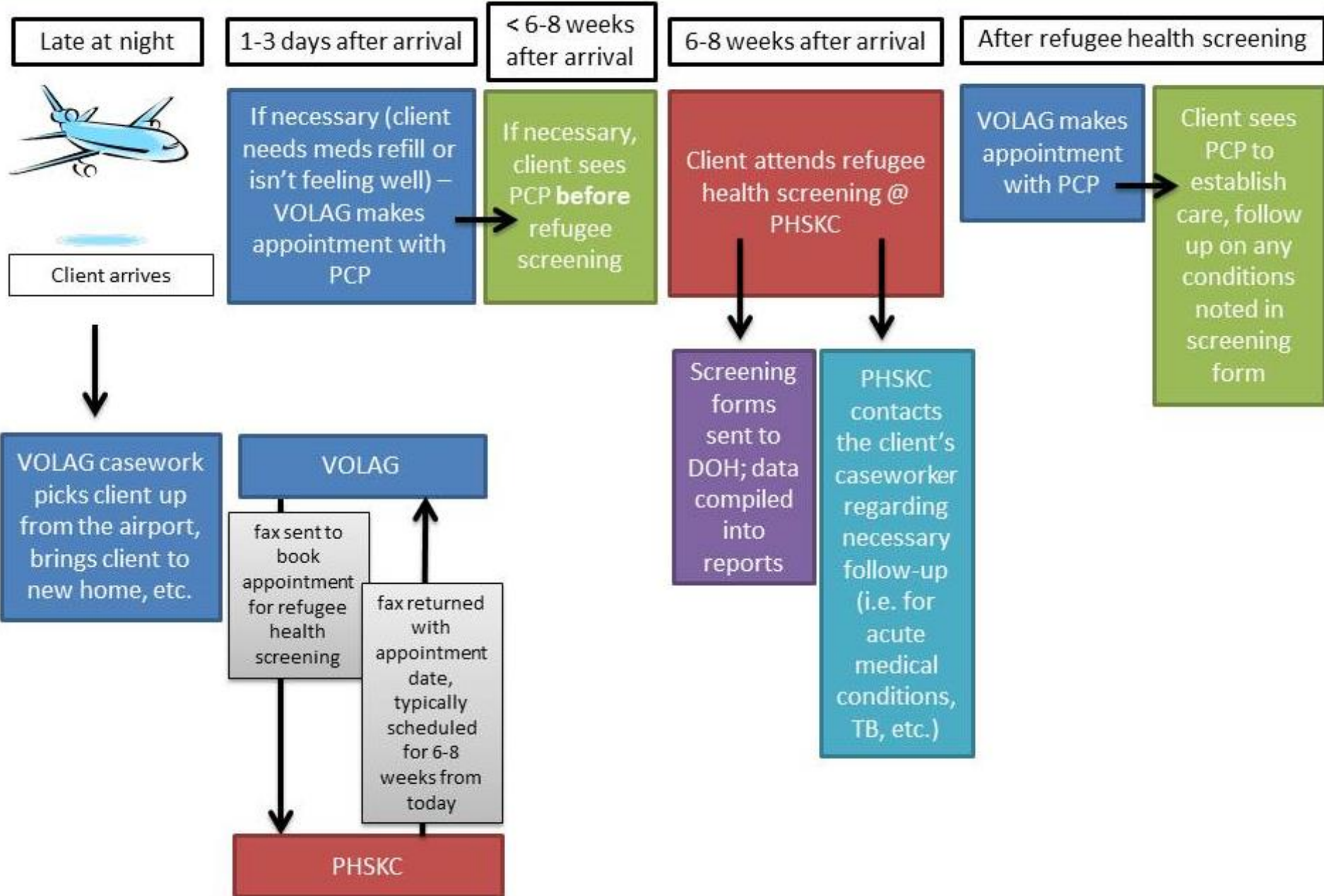
Public Health
Seattle & King County



JEWISH FAMILY SERVICE



BEFORE



IDENTIFYING CHALLENGES

Identifying Challenges

Interviews with: resettlement agencies

PHSKC

HealthPoint staff

“Communication should occur directly between HealthPoint and PHSKC regarding newly arrived refugees who have appointments for primary care at HealthPoint”

Challenges of the Status Quo

- Large volume
- Risk of HIPAA violations
- PCP unknown
- Clients change PCP
- Missing results or information
- Lack of communication
- Duplication of tests and services
- Difficulty scheduling



Baldwin

“Somehow your medical records got faxed to a complete stranger. He has no idea what’s wrong with you either.”

DELIVERABLES

Deliverables

1. Appointment scheduler fax form
2. Information sharing
3. Biannual meetings
4. Patient navigators

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- 1. Appointment scheduler fax form**
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Appointment Scheduler for Newly Arrived Refugees

FAX THIS FORM TO 206-277-7202

to book an appointment with HEALTHPOINT SEATAC

Date: _____ Your Fax #: () _____

VOLAG: _____

Caseworker: _____ Caseworker's Phone #: _____

Client last name: _____ Client first name: _____

DOB: _____ Provider 1 #: _____ Gender: _____

Address: _____

Phone Number: _____ Preferred gender of PCP: _____

Interpreter required? Y N If yes, language: _____

Please check box if: Client is in intensive case management through VOLAG

URGENT appointment is needed. Reason: _____

Date of screening appointment at PHSKC: _____ (if not known, write "unknown")

For visits scheduled prior to screening appointment, list the reason for the visit.

List any medications the client is currently taking.

What is the client's availability for an appointment? List any restrictions as well as any preferred dates/times.

Check this box if you would like someone to CALL you to discuss scheduling this appointment.

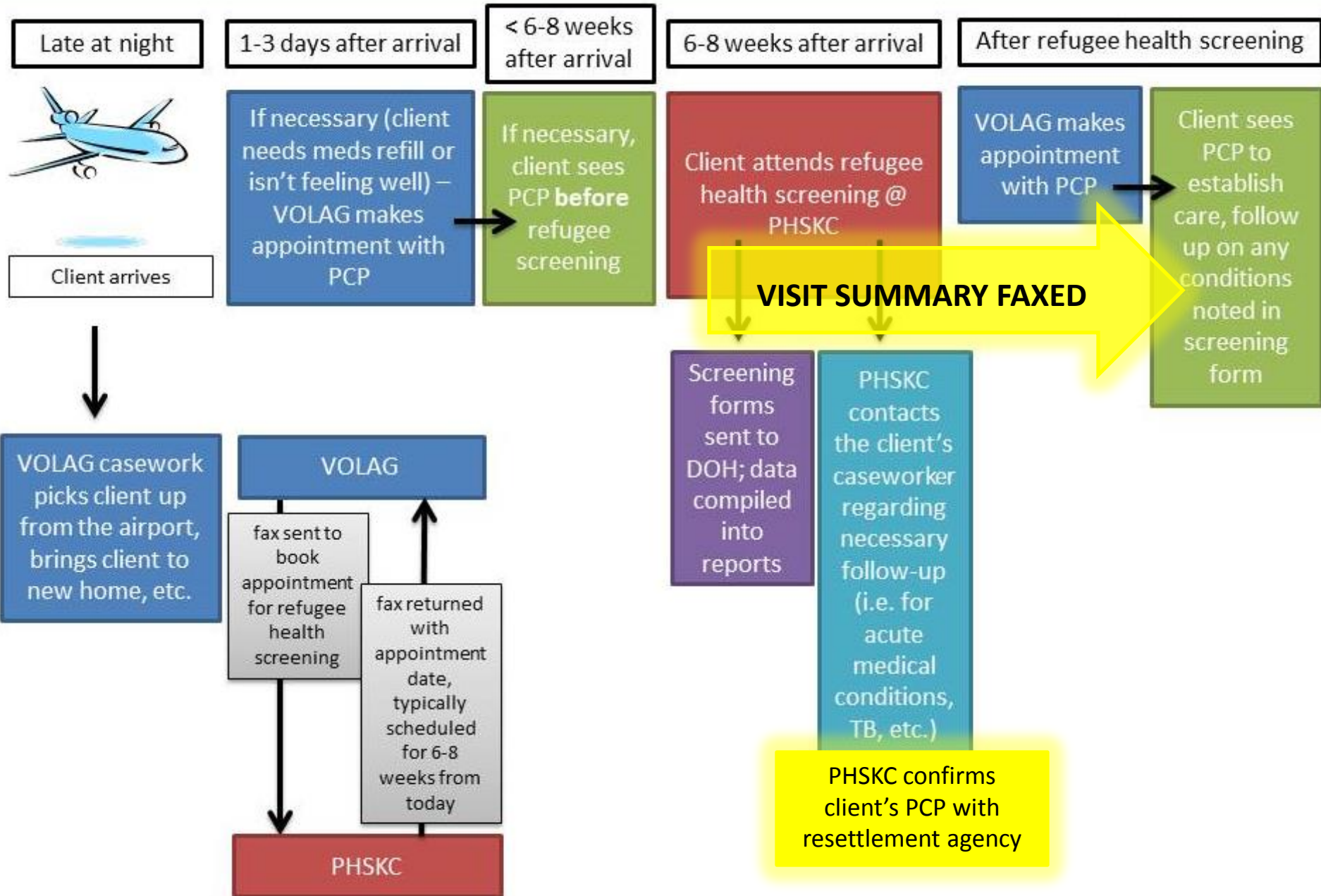
(For return fax, filled out by HealthPoint office staff ONLY) Your appointment is scheduled for:

Call Tina at 206-277-7201 with any questions or problems scheduling an appointment

Deliverables

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- 2. Information sharing**
3. Biannual meetings
4. Patient navigators

AFTER



Deliverables

1. Appointment scheduler fax form
2. Information sharing
- 3. Biannual meetings**
4. Patient navigators

Deliverables

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**LESSONS
LEARNED &
WORK IN
PROGRESS**

What worked in our favor?

- King County New Arrivals Working Group (NAWG)
- Dedicated staff and resources



Summary/ Work in Progress

- Improved collaboration & communication
- Improved continuity of care
- Improved scheduling process
- Better prepared to handle new challenges

THANK YOU!

- Judy Featherstone, Jeanne Ziltner, Chris Schei, and Evan Oakes
- Annette Holland
- Jasmine Matheson
- Front office supervisors and clinic managers at HealthPoint clinics
- Staff at the King County Refugee Screening Clinic
- Liz Andes, Cordelia Revells, Bayle Conrad, and all the caseworkers and resettlement agency staff who participated in this project

QUESTIONS?