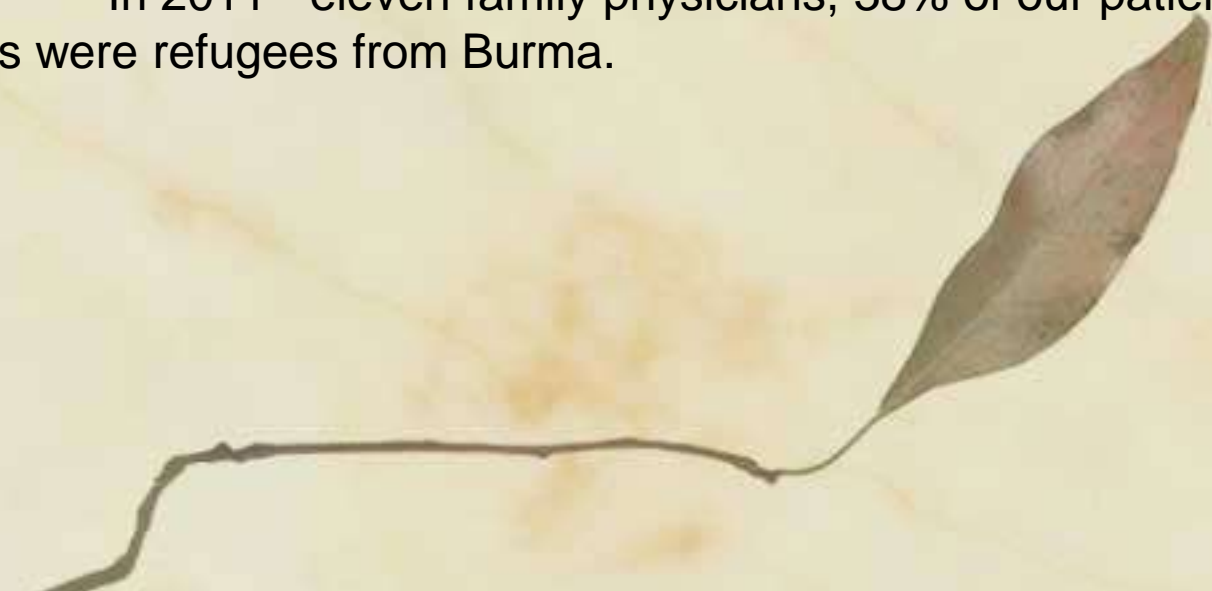


Healthcare for the Burmese and Karen Communities in Minnesota: A Community Conversation

HealthEast Roselawn Clinic

In 2004 - five family physicians, less than 1% of our patient visits were refugees from Burma.

In 2011 - eleven family physicians, 38% of our patient visits were refugees from Burma.





Community Oriented Primary Care

Building relationships with the community.

- Asking the Karen community to tell us their most pressing health problems.
 - Meetings at the clinic with leaders from KCM and VSS: access, navigating the system, lack of understanding of preventative care.
- Reflecting on our previous experiences with newly arrived Hmong refugees.
 - Language and communication issues, health literacy, cultural differences, resettlement issues.
- Asking experts at Minnesota Department of Health and St. Paul - Ramsey County Public Health.
 - Data on prevalence of infectious diseases and approaches to refugee health.
- Sharing learnings from individual patients.
 - How to get a medical history, family medical history. High exposure to violence, forced labor, war trauma in the community.
 - Concept of chronic disease management.
 - Delay PAP and pelvic, rectal exams.




Operational Considerations

- Creating a welcoming environment.
- Developing trust.
- Communication and interpreter services.
- Understanding culture and educating staff.
- Patient registration.
- Insurance issues.
- Transportation.
- Building flexibility in scheduling.
- Networking with people and organizations involved in similar work.
- And absolutely key to what success we have had....

Diverse staff reflecting the communities we serve





Prioritized the Problems and Developed Services

- War Trauma - partner with Center for Victims of Torture to provide mental health screening at our clinic.
- Health Literacy - partner with MDH and Karen Organization Of Minnesota to do quarterly community health events.
- Care Coordination - partner with St Paul Ramsey Health Department to provide new arrival refugee screening at the clinic.
- Culturally Competent Care and Language Access - partner with HealthEast Cross Cultural Services Department to provide for staff development and improved language access across the care system.
- Chronic Disease Management - partner with UCare on asthma education project.