

Minnesota Center of Excellence in Refugee Health Webinar Series

August 4, 2020

Housekeeping

- Use the “Chat” panel for any questions throughout the webinar. **Please make sure you send to “Host, Presenter & Panelists.”**
- Please fill out the post-webinar evaluation sent via email. A document you can use as proof of attendance for CE purposes will be available to save or print after you submit the evaluation.
- Providers must identify if they need a CME certificate in the evaluation.
- This webinar will be recorded and available at [Center of Excellence in Refugee Health \(health.state.mn.us/communities/rih/about/coe.html\)](https://health.state.mn.us/communities/rih/about/coe.html).



Minnesota Center of Excellence in Refugee Health Two-Part COVID-19 Webinar

Community Solutions during COVID-19:
Effective partnership and communication strategies
with refugee and immigrant communities

August 4, 2020

Acknowledgment

- The Minnesota Center of Excellence in Refugee Health is supported by 1U50CK000459 from the U.S. Centers for Disease Control and Prevention.
- This activity is supported by the Minnesota Medical Association.



Presenters



HODAN GULED

- CEO; Briva Health (organization reducing health care disparity in Minnesota)
- Vice chair; MNSure Health Industry Board Advisory Committee



ASHOK GURUNG

- Clinical research assistant; Children's Hospital of Philadelphia
- Mental Health First Aid instructor; Nepali interpreter
- Community organizer



ADRIEN MATADI

- Care navigator, multilingual refugee intake and scheduling specialist; Denver Health and Hospital Authority's Refugee Clinic
- Community liaison for refugees and immigrants and City of Denver



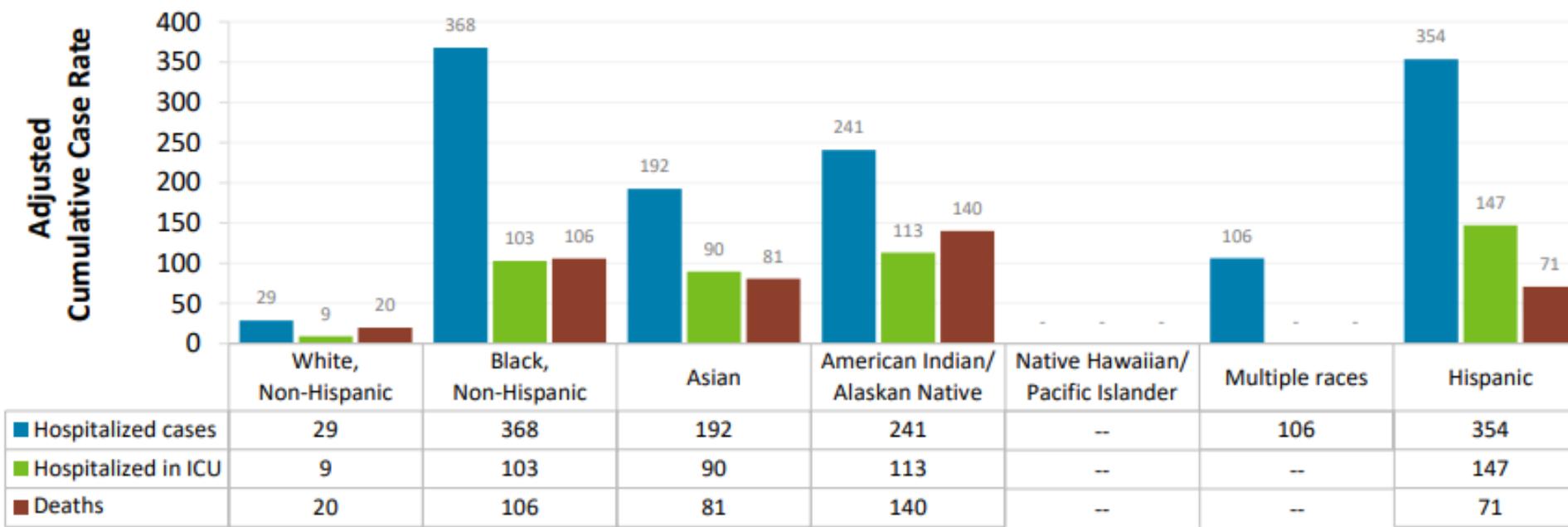
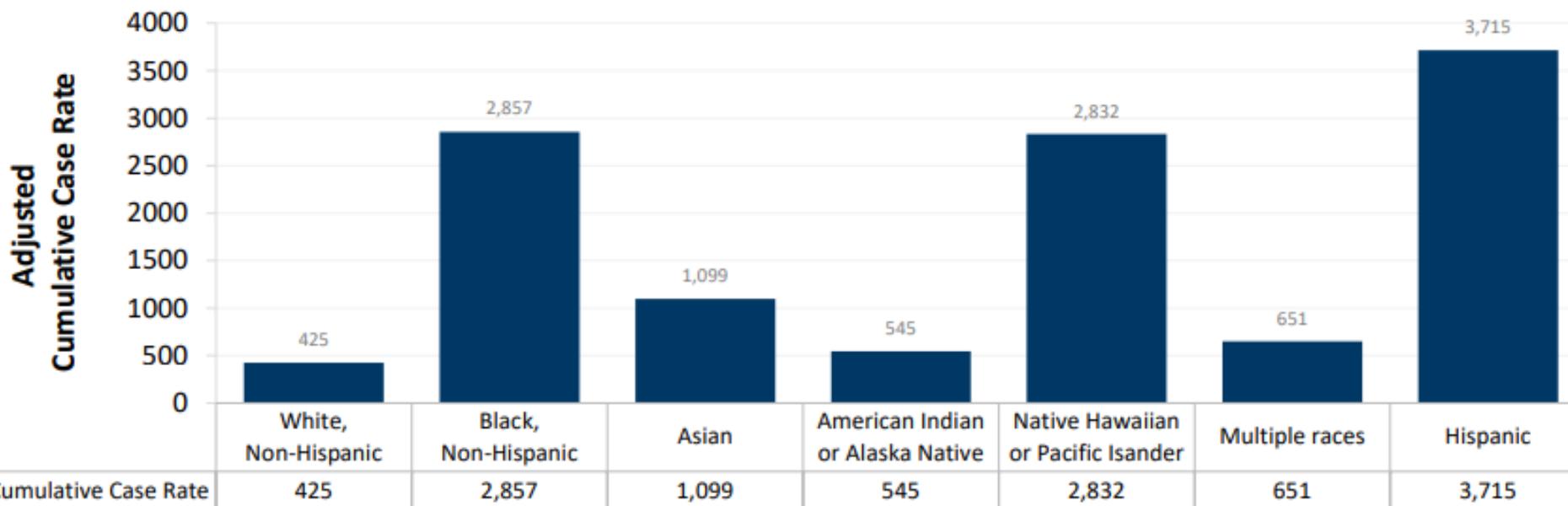
Goal and Learning Objectives

- Identify two to three challenges faced by refugee/immigrant communities
- Describe one to two partnership strategies undertaken by these community representatives
- Describe at least two preferred communication strategies identified by refugees and immigrants

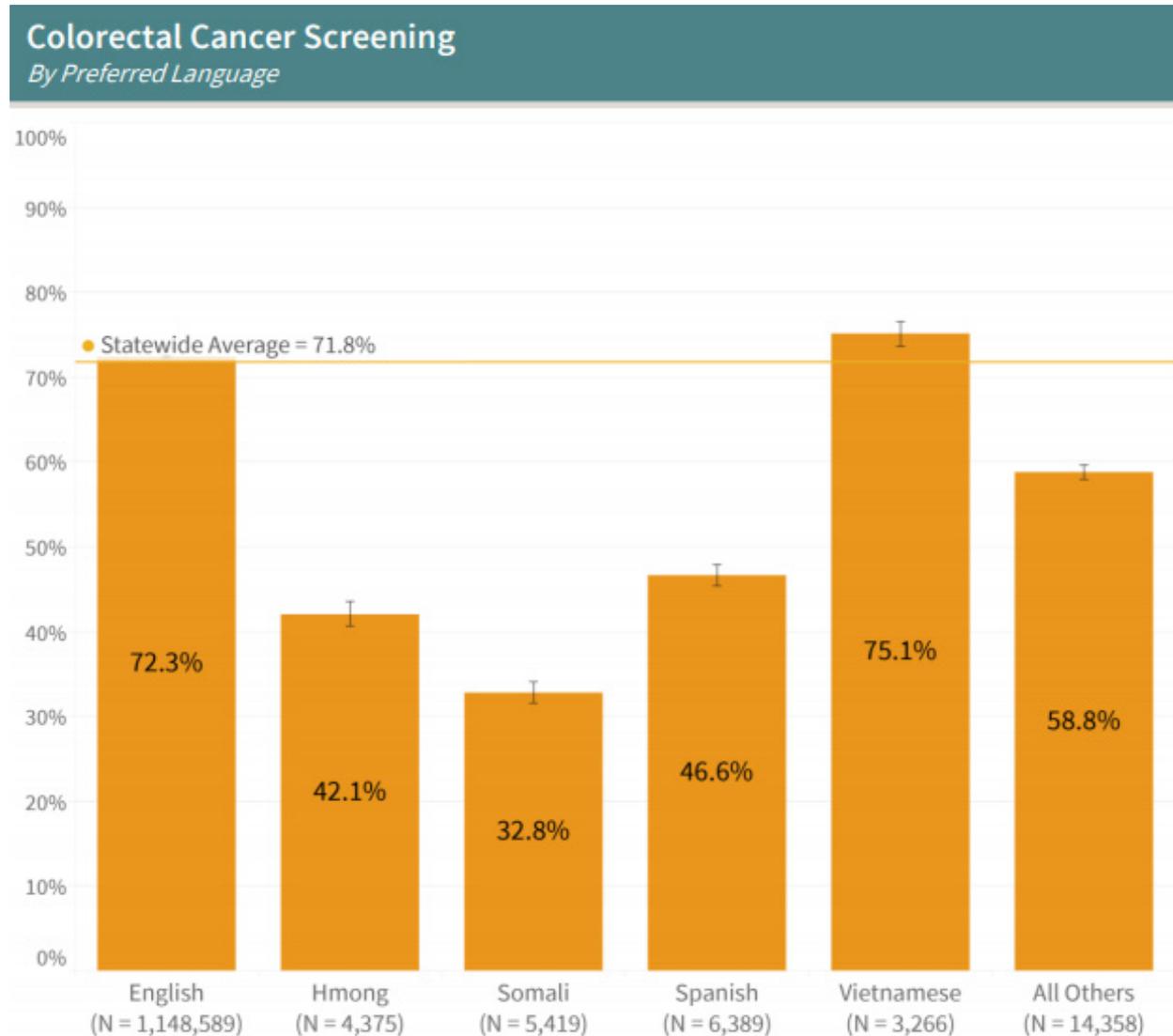
COVID-19 Age-Adjusted Rates by Race and Ethnicity in Minnesota

[Weekly COVID-19 Report: 7/30/2020 \(health.state.mn.us/diseases/coronavirus/situation.html#weekly2\)](https://health.state.mn.us/diseases/coronavirus/situation.html#weekly2)

Age-adjusted rates allow us to compare rates for racial and ethnic groups that have very different age distributions in Minnesota; they essentially allow us to look at what the rates would be if the underlying population age distribution was the same for all races. Cumulative case rate is the number of cases by race or ethnicity per 100,000 people in Minnesota. Rates have been suppressed when total cases are less than 25 or the relative standard error is greater than 0.3.



Minnesota Health Care Disparities



Patients who speak Hmong, Somali or Spanish have significantly lower rates of colorectal cancer screening and optimal diabetes care compared to the statewide average.

Hodan: What disparities have the community members faced during the COVID-19 pandemic?



- Existing health disparities and systemic barriers
- Delayed delivery of accurate and appropriate messaging and resources
- Challenges with social distancing, quarantine/isolation guidance
- Transportation
- Stigma/trust

Ashok: What disparities have the community members faced during the COVID-19 pandemic?



- Household structures
- Workplaces
- Resource barriers

Adrien: What disparities have the community members faced during the COVID-19 pandemic?



- Language access
- How do systems work?
How to make appointments?
- How and when to trust systems

Hodan: How are community members learning and communicating about COVID-19?



- Word of mouth
- TV/Radio, online (Somali, U.S. and non-U.S. based outlets)
- Social Media (FB, WhatsApp, texts)
- Community conference calls
- Community organizations
- Local and state health department

Minnesota Department of Health's Partnership with Briva Health



Resources: Webpage & COVID-19 Info Line

[Briva Health: Macluumaad Soomaali](https://brivahealth.com/covid-19/macluumaad-soomaali/)

[\(https://brivahealth.com/covid-19/macluumaad-soomaali/\)](https://brivahealth.com/covid-19/macluumaad-soomaali/)

Macluumaad Soomaali – COVID-19 iyo Minnesota

Taleefanka macluumaadka

1833-KOROONA or 1833-567-6662

MACLUUMAAD XAQIIQ AH: DOWNLOADABLE PDFS



MACLUUMAAD MUHIIM AH IYO HALKAAD KA HELI KARTID

- [La qabso Noloshu mar kale](#)
- [Su'aalaha leyska weydiyo amarka Nabad ama Amni Ahow](#)
- [Dib u Furmashada Gobolka](#)
- [Waxyaabaha aad u baahantahay inaad ogaado oo ku saabsan Koroona-fayras](#)
- [Dadka xanuunsan oo aanan qabin cudurka Koroona-fayras](#)
- [Hadduu koroona-fayruska Shaqadaada Sameeyey](#)
- [Waxaad ubaahan tahay inaad samayso laxanuunsan tahay Cudurka Koroona-fayras](#)
- [Cadeynmo sharaxaya sidaad ku heli kartid daryeelka caafimaadka iyo kaarka caafimaadka](#)
- [Daryeelka Caruurta](#)
- [Caawimaada iyo Daryeelitaanka ehelka iyo](#)

Community Engagement Activities

Ashok: How are community members learning and communicating about COVID-19?



- Importance of existing relationships
- Power of spoken word
- Role of stories or experiences of others in the community

Community Partnership with a Local Clinic

BCAP **CORONAVIRUS TESTING** **SQUIRREL HILL HEALTH CENTER**

Location-3

**Squirrel Hill Health Center
Mobile FREE Covid-19 Testing Unit**

Focused locations
Brentwood, Carrick and Mount Oliver, and Surrounding Areas

Date: July 20th, 2020 (Monday)
Testing Site: 3109 Brownsville Rd, 15227
Time: 9 AM - 12 PM

Advance Registration Encouraged
<https://allegheny.curativevein.com/> Walk-In Welcome

BCAP **CORONAVIRUS TESTING** **SQUIRREL HILL HEALTH CENTER**

बिक्याप्ले स्कुइरल हिल हेल्थ सेन्टर सँगको मिलापमा निःशुल्क कोरोना भाईरस (कोभिड-१९) जाँच तपाईंको नजिक ल्याउदैछ।

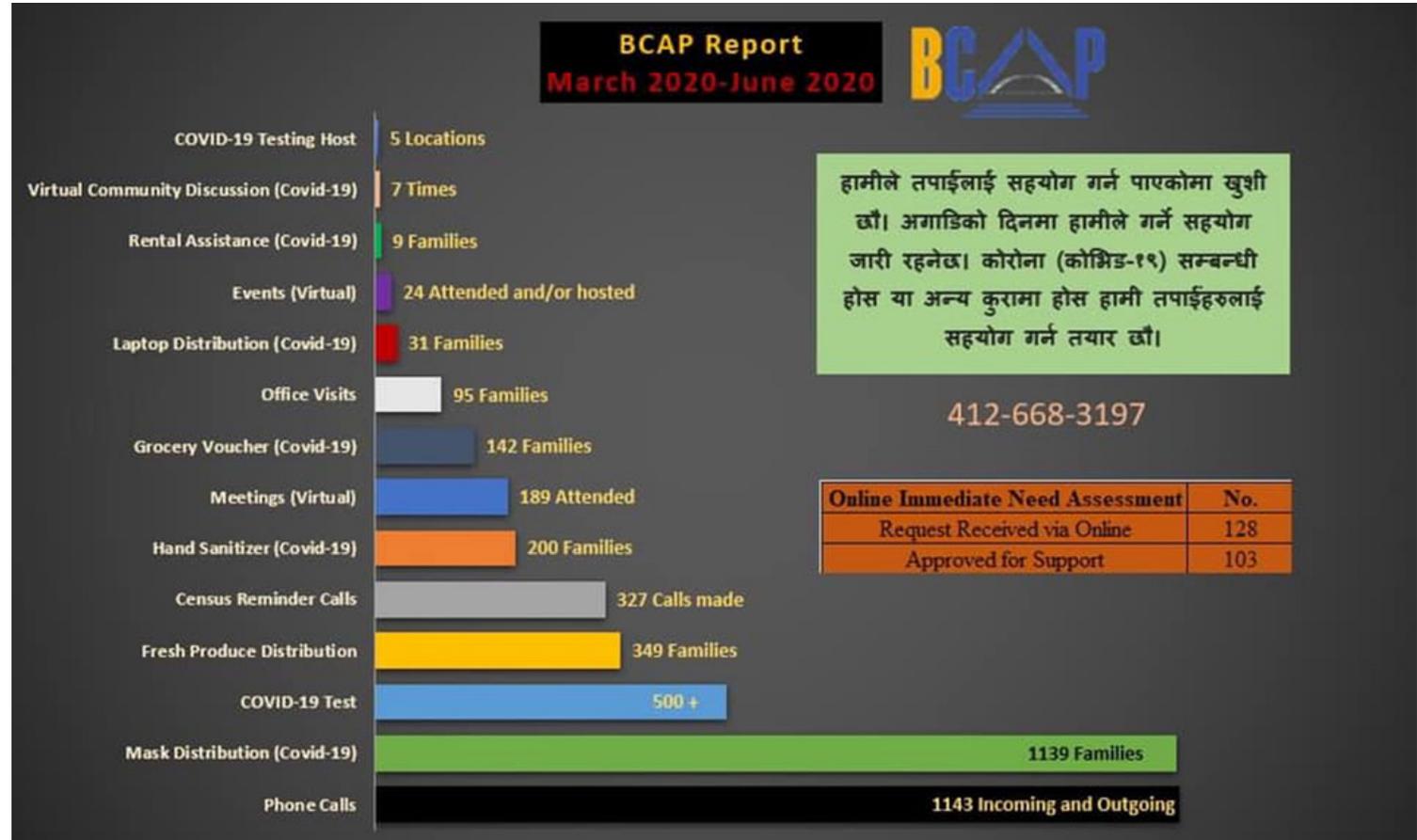
जाच गरिने ठेगाना: कन्कोर्डिया लुथरेन चर्च
3109 Brownsville Rd, Pittsburgh, PA 15227

समय: बिहान १० देखी १२ बजे सम्म
दिउसोको १ देखी ३:३० बजे सम्म

शुभ जानकारीको लागि संपर्क-
बिक्याप अप्फिस
3000 Brownsville Rd,
Pittsburgh, PA 15227
फोन: 412-668-3197

We are bringing Squirrel Hill Health Center (SHHC) Mobile Unit for COVID-19 Testing
Date: June 18, 2020 (Thursday)
Address: Concordia Lutheran Church
3109 Brownsville Rd, Pittsburgh, PA 15227
Time: 10-12 pm
1-3:30 pm
No health insurance required. Just come with your photo ID

Nepali translation



People Served

Adrien: How are community members learning and communicating about COVID-19?



- Word of mouth
- Importance of the opinion of this person/leader speaking
- People's faith
- Video options

Hodan: What partnership options or opportunities for growth can you speak to?



- Using COVID-19 lessons to build a more equitable and inclusive public health and health care systems for refugee/immigrant communities
 - Opportunity to develop standardized language access to care across systems
- Strengthen trust between public health/health care systems and refugee/immigrant communities.
 - Visibility in the community
 - Hire from the community
 - Listen to/Understand immigrant perceptions and behaviors toward COVID-19 activities
 - Clarify/explain processes clearly, deliver as stated
 - Build on strength of communities
- Mechanism to listen/seek feedback/research

Ashok: What partnership options or opportunities for growth can you speak to?



- Local health centers
- Health supply distribution in community places
- Look for collaborative opportunities
- Trust builds over time

[Bhutanese Community Association of Pittsburgh \(BCAP\) \(www.bcap.us\)](http://www.bcap.us)

Global Data ⓘ

PA Data ⓘ

County Data ⓘ

What BCAP is doing to help support

BCAP Facebook Page

निशुल्क गृहकार्य सहयोग कार्यक्रम
FREE Homework Help Program
(Pittsburgh, PA)
Elementary to High School
BCAP



OTHER PARTNERS

Organizational partners

- PolicyLab, Children's Hospital of Philadelphia (*primary care*)
- Language Services, Children's Hospital of Philadelphia (*applied linguistics*)
- Dr. Linda McWhorter, Widener University (*psychology*)
- Multi-Cultural Health Evaluation Delivery System, Inc. (*FQHC LA; initial refugee health screening & education*)
- PA Refugee Health Program (*public health*)

Translators/interpreters and cultural informants

- **Arabic-speaking community**
(Iraq, Sudan, Syria)
- **Nepali-speaking community**
(Bhutan)
- **Sgaw Karen-speaking community**
(Myanmar)
- **Swahili-speaking community**
(DRC, Kenya, Tanzania)

PROPOSED PROJECT

SUMMARY

Summarize PCORI's 2018 systematic literature review on evidence-based pharmacological and psychological treatment for PTSD, focusing on evidence relevant to refugee communities

- *Is treatment effective with an interpreter? **Yes***
- *Is treatment effective for individuals from different cultural backgrounds? **Yes***
- *Is treatment effective for individuals with different kinds of traumatic experiences? **Yes***

[Children's Hospital of Philadelphia Policy Lab: Effective Treatment for Refugee Adults with PTSD \(https://bit.ly/PCORI_PTSD\)](https://bit.ly/PCORI_PTSD)



Adrien: What partnership options or opportunities for growth can you speak to?



- Networks for communication
- Leadership Networks (multi-sector)
- Faith-based outreach
- Need for bi-directional communication

Questions and Comments?



Minnesota Center of Excellence in Refugee Health

NEXT WEBINAR IN THE SERIES

Addressing refugee and immigrant health in the face of
persistent inequality and COVID-19:
Perspectives of clinical experts

August 25, 2020

11 a.m. - 12 p.m. CT