

URLEND Leadership Project

Trainee(s) name: Janette Smith, Holly Clark, Troy Davidson, Stephanie McVicar, and Shannon Wnek

Title of Research Project or Program: Services for Refugees

Faculty Mentor for project: Nedra Christensen

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Brief description of project: Our URLEND leadership project served the Hser Ner Moo Center by providing a healthcare needs assessment and basic healthcare screening to improve health of the refugee participants. Healthcare services included dental, hearing, and nutrition screenings.

Introduction and Overview: The Hser Ner Moo Center (HNMC) is a federally funded community learning center which primarily serves refugee families at the South Parc apartments and South Salt Lake City area. Through HNMC, refugee families can access services and products that are needed for day-to-day living. Doug Wixom, HNMC program coordinator, expressed the need for HNMC to offer health screening services for refugees in need.

We identified three main problems to address in working with the refugees at the Hser Ner Moo Community Center located in South Salt Lake City. These included achieving a better understanding of the role of the social worker in meeting medical needs, identifying barriers to accessing healthcare, and improving knowledge regarding resources for medical care. Our aim was to help the refugees at this center better meet basic healthcare needs through one or more of the following objectives:

1. Determine needs of the community through focus groups and/or surveys with both families/participants as well as direct care givers (including social workers and refugee coordinators).
2. Provide information of available resources based on findings from the needs assessment.
3. Provide services including hearing and dental screening, nutrition and other classes as needed/desired/reasonable.

Methodology or Program Overview: Participants were refugees of all age ranges at the HNMC. Families who participated were identified by Kendrick Lasleur, Hser Ner Moo's outreach specialist. As part of the needs assessment survey, an introductory statement informed the family they were not obligated to respond if they chose not to do so.

Measures or Evaluation Tools: See the Hser Ner Moo needs assessment survey in the results section.

Procedures: The Hser Ner Moo healthcare screening was held on February 19th, 2010. Participants were offered basic dental, hearing and nutrition services at different stations in the Hser Ner Moo Community Learning Center.

The dental screening was provided by Troy Davidson. Services included a cancer screening, evaluation of untreated caries, individual treatment needs, and oral hygiene instruction. Each individual who was screened was provided with a dental care kit and a referral resource list of dentists in the Salt Lake City area.

The audiology screening was provided by Stephanie McVicar and Shannon Wnek. Services included otoscopy (visualization of ear canal and tympanic membrane), hearing screening, tympanometry (test of middle-ear function), and otoacoustic emissions (test of cochlear function) as needed. As needed, each individual was provided an audiological and medical referral resource list for providers in the Salt Lake City area.

The nutrition screening was provided by Janette Smith and Nedra Christensen. Services included evaluation of hemoglobin, anemia, and blood sugar levels. Each individual was provided with an appropriate medical referral if needed.

All screening results were reviewed by Holly Clark as the participants were leaving the screen. This was done to ensure that the appropriate referral resources were provided to the participants.

Results and Discussion:

URLEND Hser Ner Moo Refugee Health Survey Results: Winter, 2010

Total participants (T) = 30 → African (A) = 4, Nepali (N) = 13, Karen/I (K) = 10, Russian (R) = 3

NOTE: Answering a question was optional so not everyone responded to each question. The top two answers are listed underneath each question. The highest percentage (and next highest if very close) for Total participants and each ethnic group is in bold.

How do you define healthy?

- Not sick Good appetite Fit body Able to work and play
1. **Able to work and play** T=73% (A=100%, N=69%, K=70%, R=67%)
 2. Not sick T=67% (A=75%, N=62%, K=60%, R=100%)

What do you and your family do to stay healthy?

- Eat nutritiously Exercise regularly Engage in religious practices Visit Dr. when sick Regular hygiene
1. **Visit Dr. when sick** T=70% (A=100%, N=62%, K=80%, R=33%)
 2. **Eat nutritiously** T=67% (A=100%, N=77%, K=50%, R=33%)
 3. **Regular hygiene** T=67% (A=100%, N=85%, K=20%, R=100%)

Who (in the family) makes decisions about health care?

- Father Mother Grandparent Sibling Uncle/Aunt Caseworker/Friend
1. **Mother** T=50% (A=100%, N=39%, K=50%, R=33%)
 2. Father T=47% (A=50%, N=62%, K=10%, R=100%)

What are your family's health care needs?

Short-term:

- List of health professionals Transportation options Information on cost and payment options
 Other

1. **Information on cost and payment options** T=63% (A=100%, N=62%, K=50%, R=67%)
2. **Transportation options** T=57% (A=100%, N=39%, K=70%, R=33%)

Long-term:

- Health insurance Medications Eye care Dental care Medical supplies/equipment Home health care provider Support group Sibling care

1. **Health insurance** T=80% (A=100%, N=85%, K=60%, R=100%)
2. **Eye care** T=53% (A=50%, N=54%, K=60%, R=33%)
3. **Medications** T=50% (A=75%, N=62%, K=20%, R=67%)

Is illness treated in the home or by a community member who is not a medical doctor?

1. **NO** T=80% (A=100%, N=85%, K=70%, R=67%)
2. **YES** T=10% (A=0%, N=8%, K=10%, R=33%)

If answer is NO, where do you go for health care?

- Emergency room County health department Instacare Community care center Primary care physician Free clinic

1. **Emergency room** T=53% (A=75%, N=77%, K=20%, R=33%)
2. **Free clinic** T=40% (A=50%, N=38%, K=50%, R=0%)
3. **Primary care physician** T=37% (A=25%, N=46%, K=20%, R=67%)

Who referred you there?

- Caseworker Friend Family Other health care provider School professional Other

1. **Caseworker** T=63% (A=75%, N=85%, K=40%, R=33%)
2. **Friend** T=30% (A=25%, N=38%, K=30%, R=0%)
3. **Family** T=20% (A=0%, N=15%, K=10%, R=67%)

How or when is medicine used?

- As prescribed by a doctor Cultural leader Family member Self As instructed on package Other

1. **As prescribed by a doctor** T=83% (A=100%, N=85%, K=70%, R=100%)
2. **As instructed on package** T=27% (A=0%, N=46%, K=0%, R=67%)

Are there any religious or cultural practices related to your family's health that we need to be aware of?

1. **NO** T=80% (A=100%, N=69%, K=80%, R=100%)
2. **YES** T=7% (A=0%, N=15%(prayer), K=0%, R=0%)

Do you perceive any obstacles to obtaining the health care you need?

- Transportation Don't know where to go Cost Work schedule Mistrust American medicines Unsure when to seek professional help

1. **Cost** T=67% (A=75%, N=85%, K=40%, R=67%)
2. **Transportation** T=63% (A=100%, N=62%, K=60%, R=33%)

How well do you feel you understand the role of insurance and/or Medicaid?

- I have health insurance and feel comfortable with using it to meet my needs. I have health insurance but am interested in learning more about it. I do not have health insurance but would like to know how I can learn more about it and/or how to obtain it. I do not have health insurance and don't think I need it.

1. **I have health insurance but am interested in learning more about it.** T=50% (A=75%, N=38%, K=60%, R=33%)

2. I do not have health insurance but would like to know how I can learn more about it and/or how to obtain it. T=37% (A=25%, N=31%, K=20%, R=67%)

What are your unmet health care needs (if any)? T=53% responded that they had one/some.

- A= Eye problem (1)
- K= Need Medicaid (2)
- R= PTSD, Anxiety, Panic attacks, Migraines, Anemia (1), Obtaining insurance (1)
- N= Kidney stones (1), Back pain (2), Mental health (1), Physical disability (1), Eye problem (3), Hearing (1), Joint pain (1), Frequent nosebleeds (1), High blood pressure (1), Parkinson's Disease (1)

List the medications, herbs, or supplements you or your family members are now taking:

- Take vitamins T=13% , Take prescription medication T=13%, Take painkillers T=10%

Are you or your family members currently under medical care from a medical doctor for any reasons?

1. **NO** T=50% (A=100%, N=23%, K=70%, R=33%)
2. **YES** T=33% (A=0%, N=54%, K=10%, R=67%)

If answer is Yes, please explain: Only the Nepalese responded. They reported: diabetes, TB (non-active), headaches, constant vomiting, kidney stones, ear surgery, pain in hand, pain in heart, Parkinson's disease.

Some important trends noted: CASEWORKERS are the most important referral source for health care. The biggest obstacles for obtaining health care are **COST** and **TRANSPORTATION**. Refugees need help in obtaining and understanding **HEALTH INSURANCE**.

HSER NER MOO CENTER HEALTH CLINIC STATISTICS

Total Refugees Screened = 71	Children = 46	Adults = 25
Failed one or more screenings = 50 (70%)	Children = 29 (63%)	Adults = 21 (84%)
Anemia = 9 (13%)	Children = 7 (15%)	Adults = 2 (8%)
Blood Sugar = 12 (17%)	Children = 1 (2%)	Adults = 11 (44%)
Caries = 27 (38%)	Children = 17 (37%)	Adults = 10 (40%)
Other Dental (All Adults)	Periodontal Disease = 3 (4%)	Teeth Problems = 3 (4%)
Excessive Cerumen (earwax) = 7 (10%)	Children = 7 (4%)	
TM (eardrum) Perforations = 3 (4%)	Children = 2 (4%)	Adults = 1 (4%)
Abnormal ME function (No TM perf) =4 (6%)	Children = 4 (9%)	
Absent OAEs alone (sub-clinical finding) = 3 (4%)	Children = 1 (2%)	Adults = 2 (8%)
Hearing Loss = 20 (26%)	Children = 12 (46%) or 8 (17%) w/o ME probs	Adults = 8 (32%)

We want to thank the Hser Ner Moo Center for welcoming us into your community. It was a great opportunity for us to be able to provide the healthcare screening clinic and serve families who may not have otherwise had an opportunity to receive them. Thank you to Kendrick Lasleur, Doug Wixom, and Damoina Voniarisoa for your support and guidance throughout our project. We wouldn't have been able to do it without you!

We would also like to thank our discipline coordinators for giving us the opportunity to participate in URLEND. Nedra, thank you for your guidance throughout our project.