



Collaborating for Success in Refugee Health Care in San Francisco: UCSF and SFDPH, July 2009

Refugee Medical Clinic
at the



*Newcomers Health Program,
UCSF Department of Family
and Community Medicine
Residency Program and
Family Health Center's
Refugee Medical Clinic*

30 years successfully
responding to refugee
health issues through a
mutually beneficial, cost
effective collaboration





Who We Serve Through Our Collaborative Clinical Services

Primarily US Government-designated refugees, asylees, victims of trafficking and their family members

More information at:
<http://www.acf.hhs.gov/programs/orr/about/whoweserve.htm>



Collaboration Roles: Newcomers Health Program, SFDPH

- Grant administrator
- Responsible for fiscal management of funds and ensuring all funding objectives are met
- Staff conducts duties ranging from:
 - RHS report writing, program plan and budget submissions
 - Outreach, linkages to Volags, outreach to refugees
 - Informing other collaborators of funding requirements/updates
 - RHEIS data input and review to ensure HA form is complete
 - Interpretation (as available by staff), health education, tracking and follow-up of refugee patients
 - Tracking of diagnoses and follow-up under direction of provider and FHC staff



Collaboration Roles: Family Health Center's Refugee Medical Clinic, SFDPH

- RMC is a SFDPH primary care clinic of FHC, part of the Community Health Network of San Francisco, that focuses on refugee and asylee patients and provides initial refugee health assessments
- SF General Hospital/DPH provides clinical oversight and the space for the clinic and NHP staff
- SFDPH provides nursing staff (RNs and MEAs), Clerks, Eligibility Workers for patients accessing primary care clinic and refugee health assessment services
- SFDPH Family Nurse Practitioners provide health assessments to refugee and asylees:
 - Long term dedication ranging from 12 to 28 years



Collaboration Roles: UCSF's Department of Family and Community Medicine

- Family Medicine Residents (3 year program) provide health assessments to refugee and asylees
- Faculty provides oversight of residents
- Some faculty were trained through FCM at Refugee Medical Clinic and Family Health Center
- Medical Director of Family Health Center is also Associate Professor of Clinical Family and Community Medicine,
 - provides critical linkage between all entities
 - Is primary liaison to NHP and refugee health services



Reciprocal Training Models

- NHP »» UCSF/SFGH Family Community Medicine Residents:
 - ▣ Initial annual training for each year of residency on refugee health program requirements
 - ▣ Refugee health issues
 - ▣ Cross cultural health care
 - ▣ Health assessment services in collaboration with culturally concordant health workers
 - ▣ Community resources and linkages for refugee well-being



Reciprocal Training Models

- UCSF/SFGH Family Community Medicine Residents »» NHP:
 - ▣ Chronic Illness Care
 - ▣ Teamlet Model
 - ▣ Communicable disease prevention and immunization overviews
 - ▣ Opportunities to participate in trainings on health issues



Other Collaboration

- Civil Surgeon Services provided collaboratively:
 - FCM faculty as civil surgeons for asylees and refugees
 - FHC's medical assistants provide nursing support
 - NHP is linkage to refugee patients requesting services
- Joint monthly meetings among staff and providers to discuss issues, provide updates, ensure appropriate links between SFDPH primary care and NHP/PHS requirements
- Clinical rotations with residents



Other Collaboration, cont.

- Collaborative health assessments, grant writing and program planning
- Linkages from/to community-based services and programs for refugees and clinical care
- Clinical services offered to asylum seekers and VOTs in process of certification
- Social support groups through NHP, FHC and FCM residents: Vietnamese, Russian and Cambodian
- SFGH interpreters available as needed (when NHP does not have capacity): on site, VMI and telephone



Other Collaboration, cont.

- Joint training opportunities for new refugees and asylees by offering internships and initial jobs as health workers through NHP's contractor
- Internship opportunities jointly provided to medical students, MPH students, community college students, and residents:
 - RPHP assessment in year 1 of RPHP (medical students)
 - VOT assessment (MPH, medical and nursing students)
 - Immigrant/refugee coalition strategic plan (MPH student)
 - CHA and health worker internships offered at RMC (community college and bachelor level students)



Collaborative Chronic Disease Management Services

- ⊕ Tracking and Follow-Up of chronic diseases
 - Medical providers identify diagnoses
 - NHP staff ensures patients are informed of diagnosis and linked to primary care or teamlet
- Teamlet
 - *Medical Provider* (FNPs and FCM Residents)
 - Health Assessment *patients* identified with chronic health conditions
 - *Health Coaches* (NHP staff) for Chinese, Spanish, Russian, Mongolian, Tibetan, Hindi and English speaking patients



30 Years of Collaborative Services Celebrated June 2009

- ⊕ Highlights:
 - Since the late 1970s, over 50,000 documented refugees have arrived in San Francisco and received health services through our collaboration
 - In 1979 SF Department of Public Health began its refugee health program, which later became the Newcomers Health Program
 - In 1982 the Refugee Medical Clinic opened as part of SF General Hospital's Family Health Center to provide health screenings to thousands of refugees every year



For More Information

Patricia Erwin
1490 Mason St. Suite 107
San Francisco, CA 94133
Phone: (415) 364-7651
Fax: (415) 364-7660
Email: patricia.erwin@sfdph.org

Refugee Medical Clinic
at the

