Resident Community Engagement:
Experiences at 3 Programs

- Debra Gould, MD, MPH – Central Washington Family Medicine Residency
- Jacqueline Wong, MD – Swedish Family Medicine-Cherry Hill
- Teresa Wallace, MD – Valley Family Medicine
- Patricia Stern, PhD – Valley Family Medicine

WWAMI Network Webinar | August 3, 2016
Debra A. Gould MD, MPH
Yakima Community:
Population – 93K
White – 52%;
Latino – 41%
AI – 2%
Child in poverty – 30%
% Graduation – 72%
Agriculture

Ellensburg Community:
Population – 19K
white – 86%
Latino – 9.7%
AI – 1%
Child in poverty – 19%
% Graduation – 77%
Agriculture/CWU
Collaboration with Public Health

Ambulatory Family Medicine Rotation (Longitudinal Rotation Experience)  R2 Community Medicine (Month Group Project)
Description – Attend Needle Exchange Van

- Longitudinal
- Ambulatory Family Medicine Month – R2, R3 yrs.
- Two ½ days per rotation
- Written Assignment - (PC-3, SBP-3, SBP-4, PROF-1, C-3)
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Community Gains

- I&D abscesses; vaccinations
- Compassionate Care (vs. ED)
- Educate Physicians about IVDU & Harm Reduction Strategies
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• Educate Physicians about IVDU & Harm Reduction Strategies

Barriers

• Location – mobile unit
• Stigma
COPC: Accessibility to fresh produce in Union Gap, WA

Central Washington Family Medicine Residency Program
R2 Class: Heather Bergstrom, Amiril Dhanota, Jason Nguyen, Isaac Bryan, Sam Hirtle, Kate Schmitz, Jay Patel, Vaughn Bullfinch, Cori Glassgou, Fatima Ahmed
Preceptor: Dr. Debra Gould
July 17, 2013

In conjunction with Sheryl DiPietro and the

YAKIMA HEALTH DISTRICT
PREVENTION IS OUR BUSINESS
Description

- Topic chosen in collaboration with YHD (community liason)
- First month of R2 year
- Three ½ days per week
- Didactic presentation -4th week - (PC-3, SBP-3, PROF-2)
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Community Gains

- Help with a Community Project, surveys, needs assessments
- Residents become more familiar with the neighborhoods where patients live
- Presentations to local government (city council) - influence
Barriers
• Coordination with stakeholders
• Timing
• Clarifying expectations

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Swedish Cherry Hill

Jacqueline Wong
Swedish Cherry Hill Family Medicine

- Seattle, Washington
- 12/12/12
- Multiple continuity clinics
  - Cherry Hill
  - Seattle Indian Health Board
  - Seamar
  - Carolyn Downs
  - International Community Health Services
Goals

- Learn sociocultural aspects of patient care
- Integrate into a community and participating in its organizations
- Coordinate a community’s health resources in the care of patients
- Identify and intervene in a community’s health problems
Community Medicine

- Didactic learning in orientation
- R-1 month long rotation
- R-2 and R-3 longitudinal curriculum
Orientation

- Walking tour of the community
- Didactic lectures
R-1 Rotation

- Shadowing experiences
  - Detox and treatment center for substance abuse
  - Methadone clinic
  - Legal clinic
  - Immigration and naturalization classes
  - Short term/crisis housing for adolescents

- Direct service
  - Residential six month treatment center for pregnant and parenting women with chemical dependency
  - Needle exchange
  - Foodbank
  - Day center and transitional housing for homeless adolescents
  - Inpatient psychiatry

- Independent study
- Continuity clinic
Longitudinal curriculum - R2

- Monthly workshops led by community organizer
- Class project
- Home visits
- Relational meetings
Longitudinal curriculum - R3

- Monthly meeting with community organizer
- Relational meetings
Benefits to community

- Residents and community learn about each other
- Community organizations receive medical services on site
- Residents channel energy towards actual community needs
- Encourages residents to use their standing to work for change that benefits the community
- On going projects allow momentum to build long term and sustain change
Barriers

- High turnover rates in community organizations
- Less flexible rotation within residency
- Need for faculty to precept at community sites
- Logistics of practicing medicine off site
- Less flexibility for individual resident projects
- Off hours relational meetings
Thank you!
Valley Family Medicine
Renton, Washington

- Teresa Wallace, M.D.
- Patricia Stern, Ph.D.
Valley Family Medicine (VFM)

- VFM Residency is a community based 8-8-8 program
- Valley Medical Center is our institutional host and we are a UW Medical affiliate
- Located in Renton, Washington
  - Puget Sound Region, 12 miles South of Seattle, at the southern end of Lake Washington
  - 15 minutes East of Sea-Tac International Airport
- Diverse patient pop (SES, Country of Origin, Ethnicity, and Languages)
- Kent School District serves 150 different languages
- The United Nations / International Rescue Committee designated South King County as a major refugee relocation center
In response to our changing community, we wanted to develop a system that would allow for physician learning while caring for our diverse patient population.

We started a Refugee Medicine Clinic that is run by the second year class.

Initial teaching is done in a 2 hour workshop at the end of their first year of residency.

They are precepted during the clinic by the same faculty who teach the workshop.

We are also developing a lecture series on immigrant/refugee health, that is given at noon time.
VFM Refugee Clinic

Objectives

- Introduction to refugee/immigrant medicine.
- Overview of VOLAG resettlement process.
- Understand SKCPHD evaluation labs and behavioral health screening.
- Overview of immunizations and screening tests for refugee patients.
- Educate about common infectious diseases affecting patients from refugee camps.
- Review behavioral health resources and screening.
VFM Refugee Intake Clinic

Goals

- Improve understanding of refugee immunization and health screenings.
- Organize medical care for newly arrived refugees.
- Broaden our scope of medicine – become familiar with immigrant and international health.
- Cultivate stronger ownership and relationships with our patients from foreign countries.
- Decrease medical mistakes and negligence within a complicated medical population.
- Enhance our cultural competencies.

- Take care of our community.
Challenges

- Variability of refugee arrivals
- Variability of VOLAG referrals
- Administrative time to coordinate with VOLAGs

Strengths

- Increased competency in refugee health care
- Dedicated clinical time to provide complex health care services

Contact: Teresa_Wallace@valleymed.org
VFM Cultural Humility Workshop

- 90 minute R1/R2 Workshop
  - Facilitated by Dan Herman, MD and Patricia Stern, Ph.D.

- Curriculum: Behavioral Science and Population Health

- Residents are pre-assigned a specific cultural group to research
  - Given explicit instructions to create a brief presentation and highlight teaching pearls

- We feature a guest speaker from ‘World Relief’

- Each resident is given 7 minutes to present a cultural group
Include the most surprising learning points that you discovered. Suggested components include:

1. Map illustrating geographic context
2. Recent political history contributing to U.S. migration
3. Native languages and religious practices
4. Beliefs about health and illness
5. Specific health risks & recommended screening tests
6. Websites w/ translated patient education materials
Each resident was assigned one of the following cultural groups:

- Ukrainian Refugees
- Burmese Refugees (Myanmar)
- Afghani Refugees
- Somali Refugees
- Iraqi Refugees
- Nepali Speaking Bhutanese Refugees
- American Samoa, Pacific Islanders
- Hearing Impaired Patients
VFM Cultural Humility Workshop Resources

- Multilingual Screening Tools
- Multilingual Patient Education Materials
- Local Resources
- Refugee Information
- Cultural Topics
- Language Tools and Additional Patient Education Translated Materials
Cultural Competence

MULTILINGUAL MATERIALS

Behavioral Health Screening Tools
- PHQ in multiple languages (Pfizer) [http://www.phqscreeners.com/]
- Refugee Mental Health Screening Tool: RHS-15 (Arabic, Burmese, Farsi, Karen, Nepali, Russian, Somali, Clinic Intro and Referral Scripts) [http://www.lcsrw.org/pathways/]

Behavioral Health Patient Education
- Mental Health in Multicultural Australia: Arabic, Chinese, Farsi, Khmer, Korean, Polish, Russian, Serbian, Spanish, Swahili, Turkish, Vietnamese & others [http://www.mhima.org.au/resources-and-information/Translated-information/translated-mental-health-information-resources]

Medical Patient Education and Language Tools
- Patient Health Literacy [Questions]
- Family Doctor.org - Spanish [http://familydoctor.org/online/famdoces/home.html]
- Refugee Health Information Network [http://rhin.org/default.aspx]
- Healthy Roads Media – translated patient education materials [https://www.store.healthyroadsmedia.org/]
- King County Public Health [http://www.kingcounty.gov/healthservices/health/languages.aspx]

LOCAL RESOURCES
- Pathways to Wellness (Refugee Mental Health) SeaTac Office, 206.816.3253 [http://www.lcsrw.org/seattle/iccs.html]
- NAVOS Mental Health Solutions 206.249.8226 [http://www.navos.org/services/outpatient-programs]
- VMC: Spiritual Care Services x5553
- Asian Counseling Services: 206.695.7600 [http://www.acrs.org/services/]

continued on next page
Cultural Competence

LOCAL RESOURCES (continued)

- Consejo Counseling and Referral Service: 206.461.4380  http://consejocounseling.org/
- Horn of Africa Services (HOAS) 206.760.0550 http://www.hoas.org/
- Hispanic Neuropsychological Society  http://hnps.org/

CULTURAL TOPICS

- Ethno Med  http://ethnomed.org/
- Culture Clues http://depts.washington.edu/pfes/CultureClues.htm
- Countries and Their Cultures  http://www.everyculture.com/index.html
- Deaf Community Resources http://www.jabfm.org/content/18/3/218.full
- Half the sky: Turning oppression into opportunity for women worldwide by Kristof, N and Wu Dunn, S. Random House, 2009
- Ethnicity and Family Therapy by McGoldrick, M. Giordano, J. and Pearce, J. Guilford Press; New York, 1996

REFUGEE INFORMATION

- World Relief - Seattle/Kent 253.277.1121 http://worldreliefsaattle.org/
- Cultural Orientation Resource Center: http://www.culturalorientation.net
- International Rescue Committee (IRC) - Seattle Office 206.623.2105 http://www.rescue.org/about
- Toolkit for Primary Care Providers Treating Refugees http://ethnomed.org/clinical/refugee-health/toolkit-for-primary-care-providers-treating-refugees
Challenges
- Time constraints - resident presentations are limited to 7 minutes
- Guard against reducing cultural groups to stereo-types
- Variability of guest speakers
- Year to year, resident presenters and topics must be tracked to prevent duplication of experience
- Website and resource information requires frequent updating

Strengths
- Active learning format
- Enhance resident and faculty knowledge of cultural groups and resources
- Enjoyable and well rated by residents

Contact: Patricia_Stern@valleymed.org
Q&A

- Debra Gould, MD, MPH – Central Washington Family Medicine Residency
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