

Enhancing the Quality of Healthcare Delivery in Refugee Communities with Photo Voice

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Enhancing the Quality of Health Care Delivery in Refugee Communities with Photo Voice

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Lehigh Valley Health Network

Overview

- Background- Neighborhood health Center of Lehigh Valley (NHCLV)
 - Our Refugee Medicine Program
- Our Quality Improvement Project with Burmese Refugees using Photovoice
- You Can Too

NHCLV

- NHCLV
 - Federally Qualified Health Center since 2013
 - Family Medicine Residency Training Site for Lehigh Valley Hospital
 - Family Medicine Primary Care-
 - Infant to Geriatric
 - Women's Medicine, Prenatal Care
 - Refugee Medicine Program
 - STD screening in conjunction with Allentown Health Bureau
 - Integrated mental health program

NHCLV-Refugee Medicine Program

- Since 2010
- Medical evaluations for arriving refugees
- Ongoing primary care services for refugee patients
- 153 evaluations since March 2011

How can we improve cross cultural health care delivery?

- Awarded Mini-Grant by Pennsylvania Department of health.
 - Goal- improve quality of cross cultural health care delivery to our refugee patients.

Photovoice

- Photographic Technique that
 - Allows groups to reflect/state communities strengths and goals
 - Promote critical dialogue and knowledge through discussion and use of photographs
 - Reach policy makers

Photovoice- Methodology

Identify Community Issue or Concern



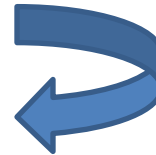
Recruit Participants



Introductory meeting with participants- Distribute cameras. Training. Photo Assignment.



Focus Group Discussions
audiotaped and transcribed



Data Analysis and Naming of Themes



Forum for influential advocates
Action Plan and next steps

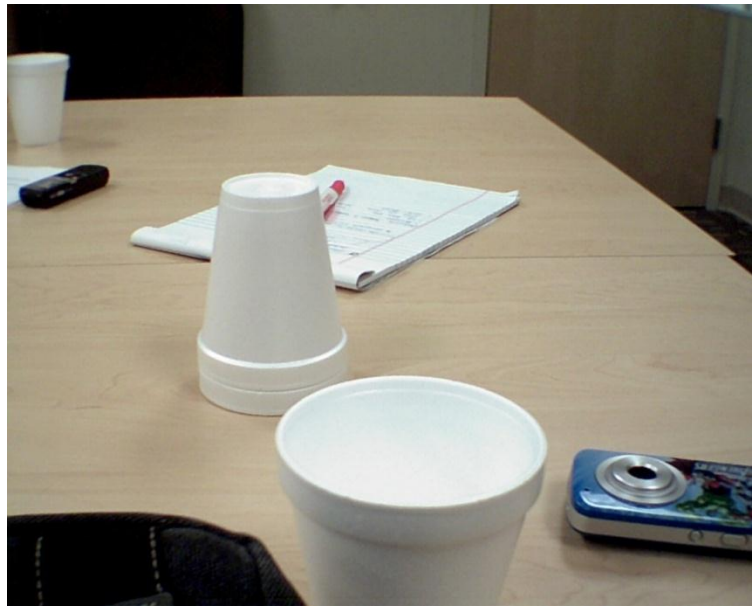
-Photovoice Workshop May 15 2013, Alexandria Lightfoot, UNC Chapel Hill

Photovoice- Our Experience

- Community Concern
 - Our patients face many barriers to accessing safe and affordable care.
- Burmese Refugee patients
 - 4 participants
 - One English/Burmese speaker
 - 2 Karen Speakers
 - 1 Karenni Speaker

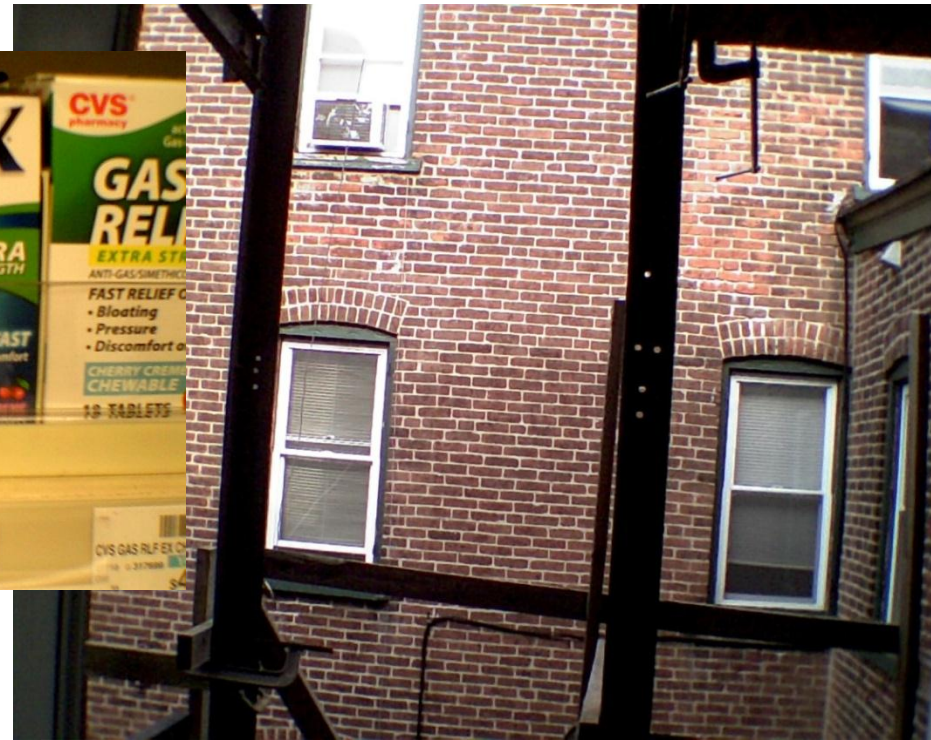
Photovoice- Our Experience

- Introductory meeting with participants
 - Project explained with use of telephone interpreter
 - Disposable digital cameras (\$25/each) distributed
 - Photo Assignment Given
 - Collection of Cameras for Printing of imaging prior to next meeting



Photovoice- Our Experience

- Focus Group Discussions
 - Audiotaped and Transcribed- 4 meetings
 - 4 refugees, 2 focus group moderators, 2 caseworkers



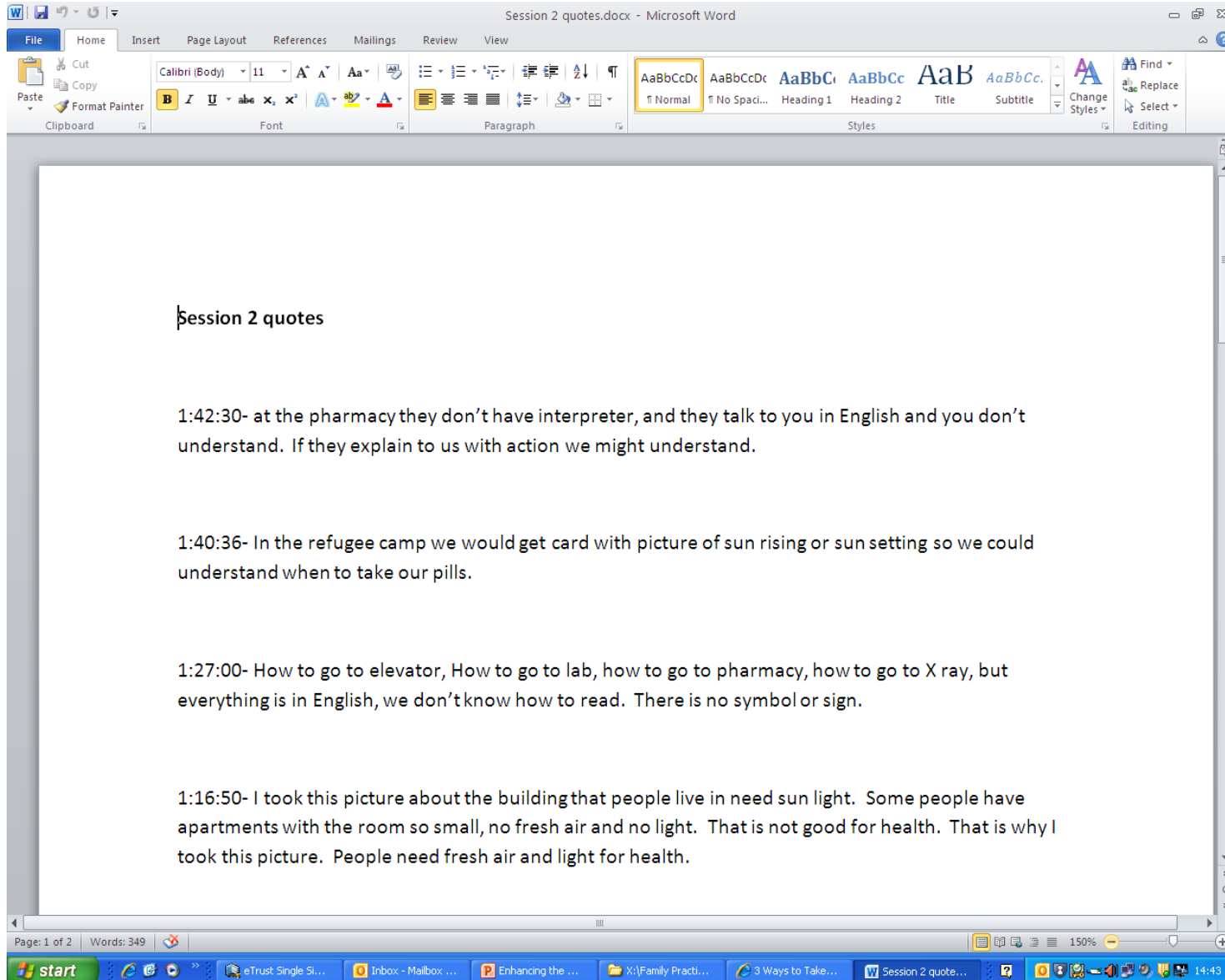
Photvoice- Our Experience

- Data Analysis and Naming of Themes
 - Naming of themes / Data Analysis
 - Weekly meetings between moderators, and transcriber
 - Focus group discussion analysis, theme naming
 - Final Meeting
 - Moderators, Transcriber, Caseworkers, final theme selection and photo selection
 - “Social Network”
 - “Language and Way finding”
 - “What is Health”

Photovoice-Data Analysis



Photovoice- Data Analyis



Session 2 quotes

1:42:30- at the pharmacy they don't have interpreter, and they talk to you in English and you don't understand. If they explain to us with action we might understand.

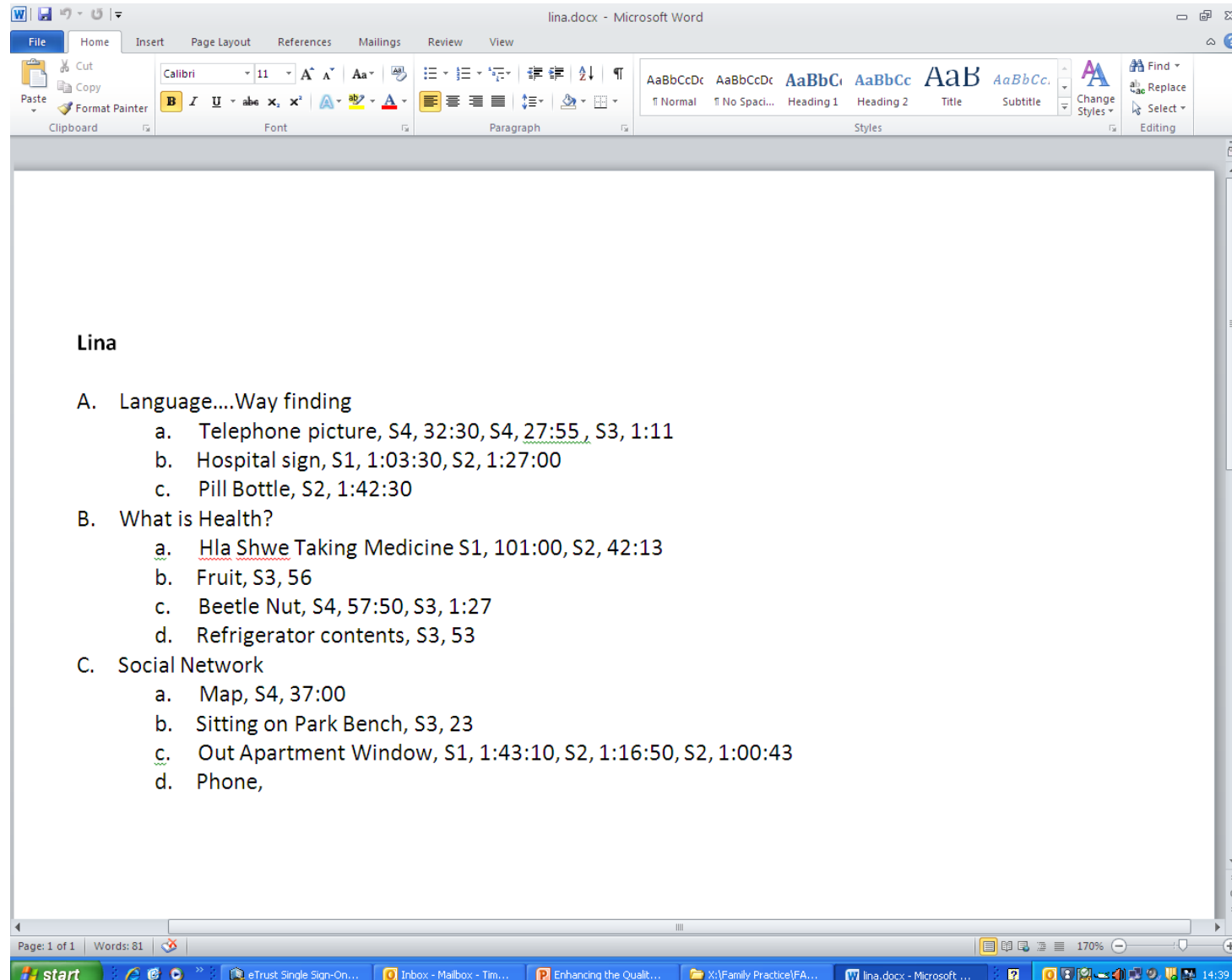
1:40:36- In the refugee camp we would get card with picture of sun rising or sun setting so we could understand when to take our pills.

1:27:00- How to go to elevator, How to go to lab, how to go to pharmacy, how to go to X ray, but everything is in English, we don't know how to read. There is no symbol or sign.

1:16:50- I took this picture about the building that people live in need sun light. Some people have apartments with the room so small, no fresh air and no light. That is not good for health. That is why I took this picture. People need fresh air and light for health.

Page: 1 of 2 | Words: 349 | 150%

Photovoice- Data Analysis



The image shows a screenshot of a Microsoft Word document titled "lina.docx". The document content is as follows:

Lina

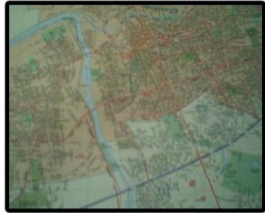
- A. Language...Way finding
 - a. Telephone picture, S4, 32:30, S4, 27:55, S3, 1:11
 - b. Hospital sign, S1, 1:03:30, S2, 1:27:00
 - c. Pill Bottle, S2, 1:42:30
- B. What is Health?
 - a. Hla Shwe Taking Medicine S1, 101:00, S2, 42:13
 - b. Fruit, S3, 56
 - c. Beetle Nut, S4, 57:50, S3, 1:27
 - d. Refrigerator contents, S3, 53
- C. Social Network
 - a. Map, S4, 37:00
 - b. Sitting on Park Bench, S3, 23
 - c. Out Apartment Window, S1, 1:43:10, S2, 1:16:50, S2, 1:00:43
 - d. Phone,

The screenshot also shows the Microsoft Word interface with the ribbon (File, Home, Insert, Page Layout, References, Mailings, Review, View) and the taskbar at the bottom.

တၢ်ရူလိာ်မုာ်လိာ်တၢ်ဆဲးကျိး Social Network

ဖဲအံၤပအိၣ်ဒၣ်ထဲဟံၣ်ဖိဃီဖိတၢ်ဒူၣ်ဒီးခံဒူၣ်လၢသ့ၣ်ညါလိာ်သးတၢ်ကဒီးတၢ်ကဒီးကိးအိၣ်သကိးလိာ်သးဒီးပတၢ်သ့ၣ်ညါလၢပကလဲၤဆူလဲၣ်ဒီးဟးကသ့ၣ်ကသီဘၣ်. စုအဆၢခိၣ်အဆၢဆါ. ယစုမုာ်ဆါ. တၢ်လီၤဖဲအံၤမုာ်တၢ်နးနီၤဒ်လၢအိၣ်လၢဘၣ်ကိဘၣ်ခဲတဲဒဲကဝီၤပူၤတခါ. ပကလဲၤဆူလဲၣ်တသ့ၣ်ညါ. ပအိၣ်ဒၣ်ထဲဟံၣ်ဖိဃီဖိတၢ်ဒူၣ်ခံဒူၣ်လၢကအိၣ်သကိးလိာ်သးအဂီၢ်န့ၣ်လီၤ. တၢ်လီၤလၢကလဲၤတသ့ၣ်ညါ. ကမၤတၢ်မနုၤလဲၣ်တသ့ၣ်ညါဘၣ်န့ၣ်လီၤ.

Here we have only 1 or 2 families to know each other and just visit, we don't have a space to go around, and we don't know people, and we don't know where to go and walk around. My joint pain, my finger pain it is worse here than it was in the refugee camp, because we don't know where to go, we only have one family or two families to visit each other. Where to go we don't know, what to do we don't know.



အံၤမုာ်တၢ်လၢအလီၤဆီလၢပူၤတတၢ်ပူၤအံၤ. ဖဲပအိၣ်လၢဒဲကဝီၤပူၤအခါအိၣ်ဘူးအိၣ်တၢ်လိာ်သးတၢ်ကဒီးတၢ်က တဲသကိးအိၣ်ဒီးအိၣ်အိၣ်သကိးတၢ် ဖဲပအိၣ်သကိးတၢ်ဝံၤတစုပဟးကသ့ၣ်ကသီတရံးလၢသဝီပူၤ မ့တမ့ၢ်ဟးတရံးလၢ ပူၤလၢကျါ. ဘၣ်သ့ၣ်သ့ၣ်ဟးယုအိၣ်တၢ်ဒီးတၢ်လၢန့ၣ်လီၤ. မ့မုာ်ခဲအံၤပအိၣ်လၢဒၢဒီးဒီးလဲအပူၤအနံၤတဖၣ်အနံၤ. မုာ်တၢ်လၢအဟဲစိာ်န့ၣ်တၢ်ကိတၢ်ခဲ. နီၣ်ကစၢ်ဘီၣ်ထီၣ်. ဒိၣ်သ့ၣ်ဆါ. ဒီးတၢ်သးဟးစီအိၣ်ထီၣ်ဝဲန့ၣ်လီၤ. ပကဘၣ် သိၣ်လိပူၤကီၢ်ပယီၤဖိတဖၣ်လၢကသ့အိၣ်မုာ်မုာ်. ဟံးန့ၢ်တၢ်အိၣ်ဘူး ဒီးလဲၤဟးလၢတၢ်ဟးအိၣ်ကသ့ၣ်အလီၤန့ၣ်လီၤ.



There is a difference in society, when we lived in camp we were very close to each other, we would talk to each other and eat, then after eating we'd be wandering around the village or around the jungle, maybe looking for a vegetable. Right now we stay in the apartment for days which brings problems, gaining weight, headaches, and depression. We need to teach the Burmese people how to relax, take a rest, and go to the park.

ဖဲအံၤပဒိၣ်လၢဒၢဒီးဒီးလဲတဖၣ်အပူၤ. ပကအိၣ်ဘၣ်အပူၤကဘၣ်ဟ့ၣ်အပူၤန့ၣ်လီၤ. တမ့ၢ်တၢ်လၢအလီၤကဒီးပထံပကီၢ်ဘၣ်. လၢပထံပကီၢ်န့ၣ်မုာ်အဲၣ်ဒီးအိၣ်အလီၤန့ၣ် နလဲၤဆူပူၤပူၤ နကျိၤလီၤသ့ၣ် ဒီးတၢ်နတုထီၣ်နတၢ်အိၣ်တၢ်ဆိးအလီၤ ဒုၣ်န့ၣ်န့ၣ်လီၤ. တၢ်လီၤလၢပဟဲအလီၤပဲၤငြိၣ်တဖၣ်တအိၣ်ဘၣ်. တၢ်နီၤဖးတၢ်အဒုၣ်တအိၣ်ဘၣ်. ထံၣ်တၢ်အဒိၣ်ဒုး. အိၣ် ဒီးကလံၤဟးထီၣ်ညါအကျိၢ်. လၢတၢ်န့ၣ်အပိၣ်နဖိအိၣ်တၢ်အသဝံၤဟးထီၣ်ကွံာ်ဝဲန့ၣ်လီၤ.

We live in apartments, we have to pay to live. It's not like our country.... In our country you want to live, you go to the forest, you cut the wood, you cut the bamboo, and you build your own living place. Where we come from there are no windows, no partition, just a roof, open air, so you cook and the air just goes out.



ယတကိးနီၣ်တဘျီတၢ်မုာ်လၢယတနၢ်ဟံၣ်တၢ်လၢအဝဲကတဲဝဲအပံၤ. ယတသ့တၢ်အံၤလၢယနီၣ်ကစၢ်ဒုၣ်ယဲနီၣ်တဘျီ ဘၣ်. ယကိးဒုၣ်ထဲယကညီဖိတဖၣ်. တံၤသကိးတဖၣ် ဒီး ပတဲသကိးတၢ်လၢပကျိာ်ဒုၣ်ဝဲန့ၣ်လီၤ.



I have never called because I won't understand what he has to say, so I never use this myself. I just call the Karen people, some friends and we talk in our own language.

ကျိပ်ဒီးတၢ်ဃုထံၣ်န့ၣ်ကျဲ Language and Way Finding

လၢပအိၣ်တဆူၣ်ဘၣ်န့ၣ်ပတသ့ၣ်ညါပကဆဲးကျိးဒီးကသံၣ်သရၣ်လၢပကလဲထံၣ်လိာ်အိၣ်ဘၣ်. တသ့ၣ်ညါစ့ၢ်ကိးပကသံၣ်သရၣ်အလီၤတဲစိနီၣ်ဂံၢ်ဘၣ်. ဒီးပမ့ၢ်သ့ၣ်ညါပကသံၣ်သရၣ်အလီၤတဲစိနီၣ်ဂံၢ်သန့ၣ်က့ဒီးပက



တဲသကိးတၢ်ဒီးပကသံၣ်သရၣ်အဂီၢ်ပတဲတဘၣ်ဘၣ်.

If we are sick we don't know how to make an appointment with the doctor. We don't know our doctors phone number, and if we did know our doctors phone number when we call, we don't know how to talk to our doctor.

လၢပကလဲတၢ်လၢအဲလ်ဘူးထၢၣ်ဒ်လဲၣ် (စဲးလၢအစိာ်ထီၣ်စိာ်လီၤပုၤကညီၤလၢတၢ်သ့ၣ်ထီၣ်အပူၤ) ပကလဲလၢ တၢ်မၤကွၢ်ပတၢ်ဆါ ဒ်အမ့ၢ်တၢ်ထူးထီၣ်မၤကွၢ်သ့ၣ်အလီၤဒ်လဲၣ်. ကလဲလၢတၢ်လဲးဟံးန့ၢ်ကသံၣ်လီၤဒ်လဲၣ်. ကလဲလၢ လၢဒၢးလၢတၢ်ဒ်ကွၢ်ပနီၣ်ခိအဂီၢ်ဒ်လဲၣ်. မ့ၢ်ဒ်လဲၣ်န့ၣ်တၢ်ခဲလၢာ်တၢ်ကွဲးဟံးလီၤလၢကိၤလၢကျိၣ်. ပမးအိၣ်တဘၣ်ဘၣ် န့ၣ်လီၤ. တၢ်အက့ၢ်အဂီၢ်အပနီၣ်တအိၣ်နီၣ်တမံၤဘၣ်.

How to go to elevator, How to go to lab, how to go to pharmacy, how to go to X ray, but everything is in English, we don't know how to read. There is no symbol or sign.



ယအိၣ်ဒီးတံၤသကိးတကလၢတနံၤတြးဘၣ်အိၣ်ပဲကသံၣ်တဖျၢၣ်လၢတလၢအတီၢ်ပူၤဘၣ်ဆၢအဲအိၣ်ပဲတနံၤသၢ ဖျၢၣ်တစိနီၣ်န့ၣ်လီၤ. မ့ၢ်အဂ့ၢ်ဒ်လဲၣ်န့ၣ်အဲတနံၤပၢၢ်ဝဲတၢ်စ့ၢ်လၢဘၣ်တၢ်ကွဲးလီၤအိၣ်လၢကသံၣ်အဒါလီၤဘၣ်န့ၣ်လီၤ.



I have a friend who was supposed to take one pill a day for one month but he took 3 pills a day instead. Somehow he didn't understand the instructions.

တၢ်အိၣ်ဆူၣ်အိၣ်ချ့မ့ၢ်တၢ်မနုၤလဲၣ်

What Is Health?

အါဒၣ်တက့ၢ်ပှၤဘၣ်ကိၣ်ဘၣ်ခဲတဖၣ်တအိၣ်ကသံၣ်ကသီလၢမ့တမ့ၢ်ဘၣ်လၢ ထံၣ်ဘၣ်ကသံၣ်ဘၣ်ကသံၣ်လၢအဝဲ ဒီးန့ၢ်ဝဲန့ၢ်တၢ်ကွံာ်ဝဲမ့ၢ်လၢအဝဲသ့ၣ်န့ၢ်ဝဲလၢအအိၣ်ဆူၣ်အိၣ်ချ့ဝဲန့ၢ်လီၤ



Many of my friends tell me they don't take their medication for TB. They get their medication but never take it.
- Mostly refugees do not take the medicine especially for TB, they get the medicine and throw it away because they feel healthy.

ပပှၤကလုာ်တအိၣ်ကျိၣ်ညၢၣ်၊ ဆီညၢၣ် မ့တမ့ၢ်ထိးညၢၣ်ဘၣ် ပအိၣ်တၢ်ဒီးတၢ်လၢဒီးညၢၣ်ဖိတခီန့ၢ်လီၤ ဖဲပဟဲတုၤဖဲအံၤမ့ၢ်တၢ်ကိၣ်တၢ်ခဲဖးဒိၣ်တမံၤန့ၢ်လီၤ ယကျဲးစးအိၣ်ထိးညၢၣ်ဒီးကျိၣ်ညၢၣ် ဘၣ်ဆၣ်ယမးန့ၢ်တၢ်ဟၢဖၤ ဆါတခီန့ၢ်လီၤ

When I came to the United States I had a lot of big problems, our people do not eat beef, chicken or pork, we eat vegetables and fish. When I came here this was a big problem. I tried to eat pork and beef but I got a stomach ache.



တၢ်လၢသဘျူၣ်သးသၣ်န့ၢ်ကဲထီၣ်ကိာ်ပူၤခဲစၢၣ်သ့ဝဲ ဒီးအလွၢ်တခီအိၣ်ထီၣ်တ့ၢ်လၢန့ၢ်မဲအလီၤန့ၢ်လီၤ ပတၢ်ဃုထၢအကတအိၣ်ဘၣ်၊ ပှၤကိးဂးဒီးအိၣ်သဘျူၣ်တၢ်ယါ ဒီးပတအိၣ်ဒီးတၢ်ဆၢကိာ်လိာ် ဒီးတၢ်အကတဖၣ် ဘၣ်အဃိပအိၣ် ဒီးပမၤတမံၤဃီဒိၣ်ပှၤလၢတစီဘၣ်တစီမၤထွဲဝဲအသိးန့ၢ်လီၤ တၢ်အံၤမ့ၢ်တၢ်လၢပပတုာ်အီၤတန့ၢ်ဘၣ် ဒီးပစးထီၣ် အိၣ်တ့ၢ်လဲလၢပနီၢ်ဆံးဆံးခါ၊ ပကဟံကတီၢ်တၢ်အံၤမ့ၢ်တၢ်ကိၣ်တၢ်ခဲ၊ ပသ့ၣ်ညါတမ့ၢ်တၢ်လၢအဂ့ၤဘၣ်၊



ဘၣ်ဆၣ် ဒီးပကပတုာ်အစီၢ်မ့ၢ်တၢ်လၢအကီၢ်ဒိၣ်မးန့ၢ်လီၤ
The betel nut can cause mouth cancer and stain your teeth. We had no choice, when we were in the mountain, everybody chewed betel nut and we had no candy or other things to chew so we did the same things that the ancestors had been doing. It is very addictive and we started doing this when we were little, it is very difficult to quit, we know it is not good but it is very difficult to quit.

ယတသ့ၣ်ညါလီၤတၢ်ဘၣ်လၢဖဲပမ့ၢ်ဟံန့ၢ်တၢ်တမံၤမံၤလၢတၢ်ခ့ၣ်ဒါအပူၤန့ၢ်ကဲထီၣ်တၢ်တကံတကး မ့တမ့ၢ်ဘၣ်န့ၢ် မ့ၢ်လၢပအိၣ်တၢ်လၢလီၤဆီလိာ်သးတဖၣ်အဃိခါ

We have pain and aches and things like that because maybe we are not used to the changes of the food, such as putting things in the refrigerator. I'm not sure if putting things in the refrigerator causes the pain or if it is from eating different foods.

