

# Refugee Health Case Management: Florida's Model

Kelly Browne-Thompson  
Assistant Refugee Health Coordinator

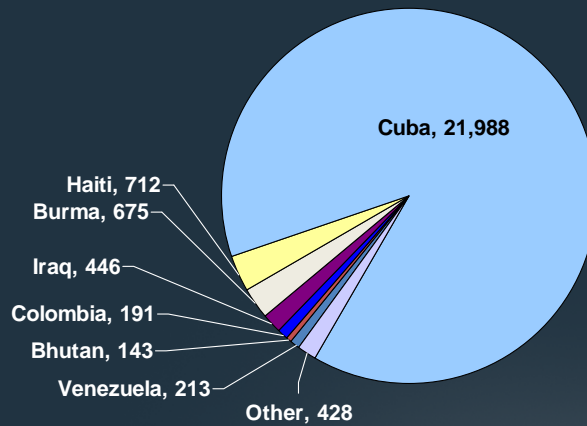


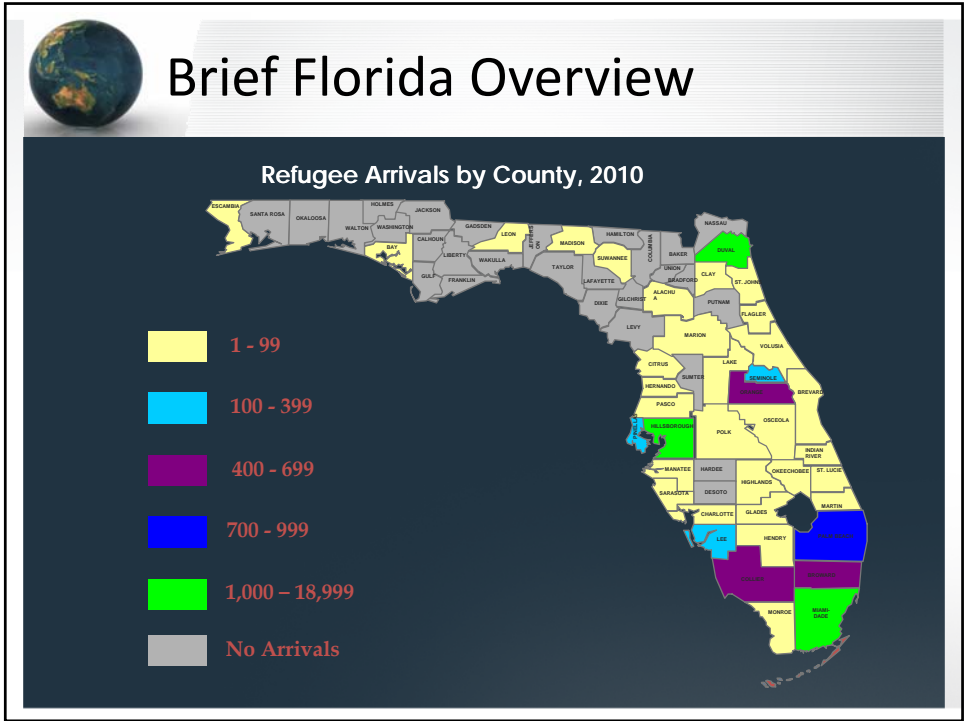
Florida Department of Health  
Bureau of Tuberculosis & Refugee Health




## Brief Florida Overview

New Arrivals Eligible for Refugee Health Services  
By Country of Origin, 2010





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- ## Funding & Structure
- Program started in April 2009
  - Employs four case managers
    - 1 full time (Duval County)
    - 3 part time (Hillsborough, Orange, and Palm Beach counties)
  - Located within county health departments
    - Allows for faster linkage and more knowledge of health care providers in community
  - Funded by Social Services Grant
    - Through state office contract between Department of Children and Families & Department of Health
    - Allows clients to be served for up to 5 years from date of arrival



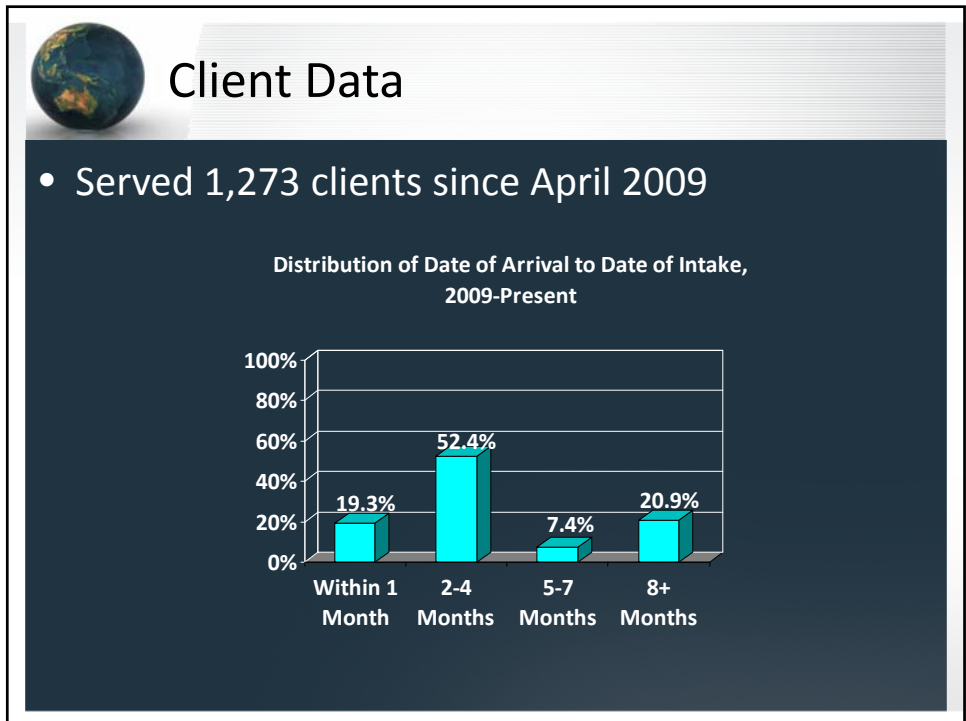
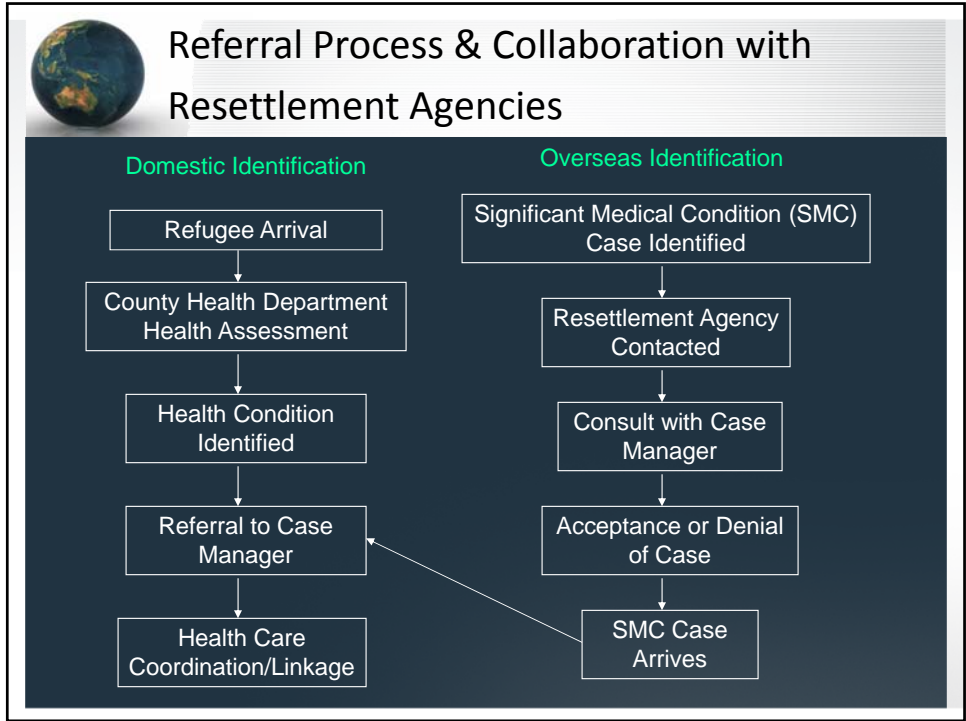
## Case Manager Services

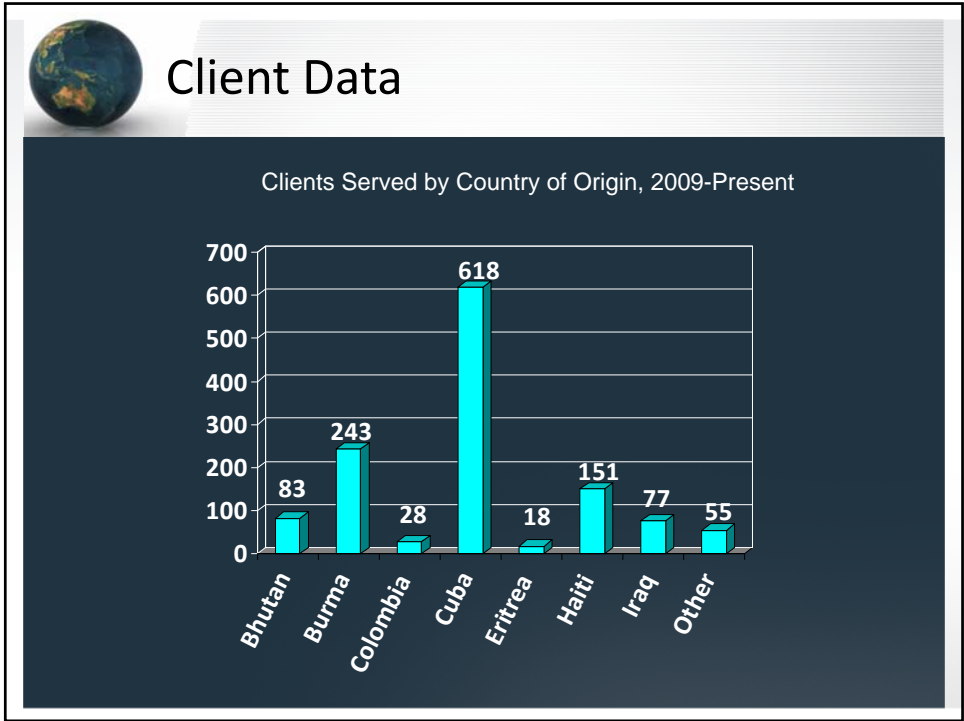
- Identification of appropriate service providers
- Linkage to primary or specialty care
- Patient advocacy
- Health education
  - Health system
  - Insurance coverage
  - Healthy lifestyles/importance of treatment adherence
- Transportation education



## Case Manager Services (Cont.)

- In-service trainings for resettlement agencies
- Develop collaborative relationships with community health providers
- Identify indigent care services and programs
- Participate in local task force meetings and resettlement agency staff meetings





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- Client Data
- Conditions served:
- Most often assist with SMC cases
    - Heart disease
    - Cancer
    - Organ failure
    - Continuing trauma conditions
  - Other common conditions for assistance include:
    - Dental (18%)
    - Communicable Disease (12%)
    - Vision (12%)



## Lessons Learned

- Collaboration with resettlement agencies is key
- Case managers are essential to a successful program
- Client advocacy can be a major role of the case manager
- Know the data you want and be prepared to collect it
- See the big picture



## Questions?



Contact:

Kelly Browne-Thompson

850-245-4350 x 2306

[Kelly\\_Thompson@doh.state.fl.us](mailto:Kelly_Thompson@doh.state.fl.us)