





 **Best Practices in
MEDICAL CASE MANAGEMENT**

IRC Medical Case Management System



Report: Assessment of health care access and programs for resettled refugees in the United States
US Health Assessment, HHI/IRC USP
November 2009 – June 2010


Prepared for the International Rescue Committee by:
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- Major Challenges:
 1. lack of good information flow
 2. prevalent medical conditions
 3. lack of data
- Best Practice Models
- Recommendations

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10 MOST COMMON HEALTH ISSUES

1. Diabetes
2. Gastrointestinal
3. GU/GYN
4. Heart Disease
5. Hypertension
6. Mental Health
7. Physical disability
8. Pulmonary
9. Tuberculosis
10. Vision



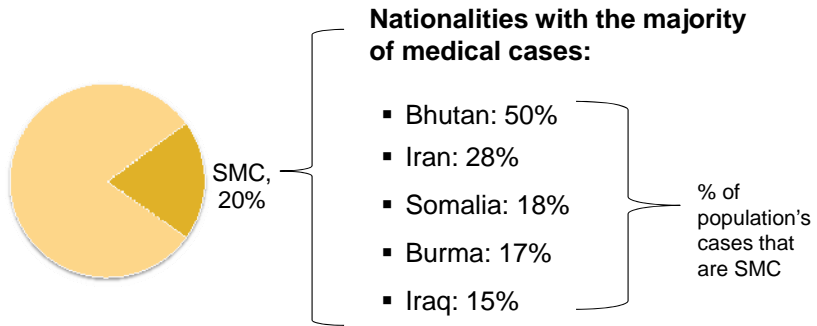
GREATEST CHALLENGES

- To language and interpretation issues
- Difficulty navigating the various complex health care systems
- Difficulty obtaining access to health clinics
- Problems with enrollment in federally funded programs like Medicare and Medicaid



Special Medical Cases

Resettled by IRC (Oct 2010 – March 2011)



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Serious Health Problems & Risk Factors



50% of all Bhutanese cases



15% of all Iraqi cases

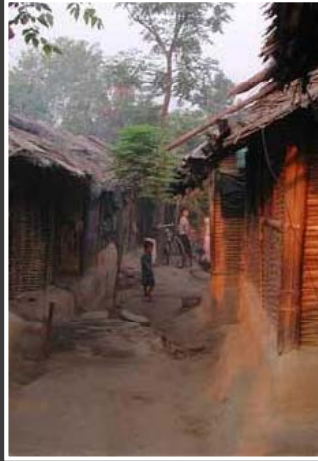


17% of all Burmese cases



Serious Health Problems & Risk Factors

Primary Causes of Bhutanese Refugees' Health Concerns



- Severe chronic malnutrition and vitamin deficiencies
- Substantial mental health burden
- Limited basic health and education services
- Forced displacement and extensive traumatic experiences
- Complete lack of oral and dental health



Serious Health Problems & Risk Factors

Primary Causes of Burmese Refugees' Health Concerns



- Lack of resources and services. **Burma has the highest HIV and malaria rates in Southeast Asia.**
- Lacking malaria screening & treatment
- Malnutrition and vitamin deficiencies contribute to diminished immune system
- Forced displacement & extensive traumatic experiences
- Complete lack of oral & dental health



Serious Health Problems & Risk Factors

Primary Causes of Iraqi Refugees' Health Concerns



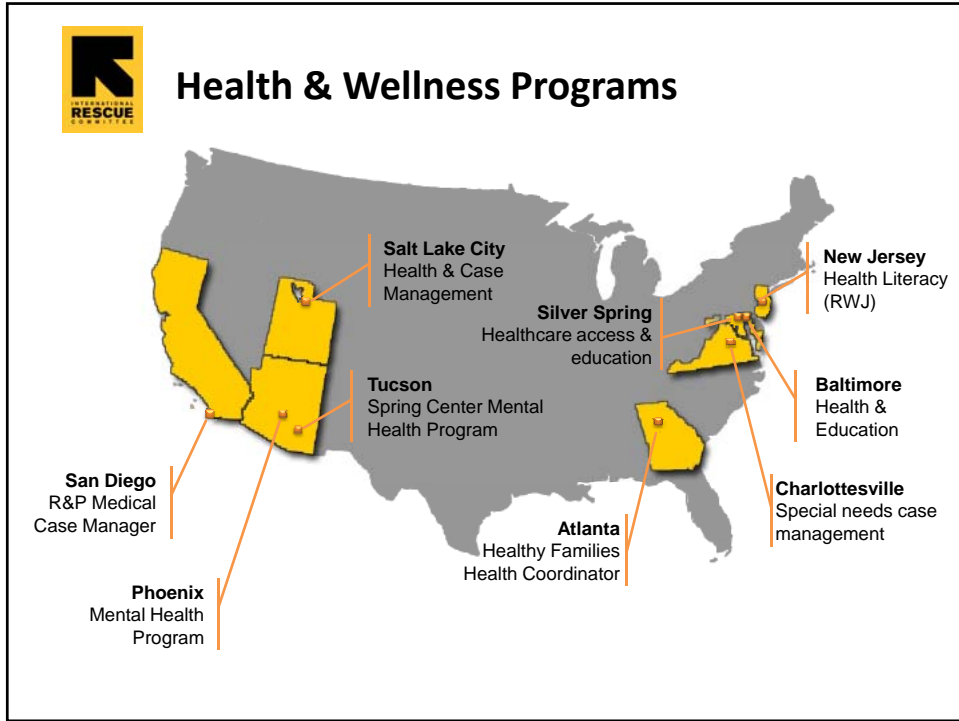
- Only 10-15% of Iraq's medical needs are being met
- Decreased capacity of health system
- Resulting mental health conditions following traumatic acts of violence or kidnappings
- Maternal and child malnutrition
- High rates of amputations and paralysis



IRC US Programs Health & Wellness

Promoting wellness and ensuring access to healthcare services that address physical and psychological needs.





Agriculture / Food Security



Food Security: 10 in 8 offices

(San Diego, Phoenix, Boise, Salt Lake, Silver Springs, Atlanta, Baltimore, Tucson)

Community Gardens: 10 in 6 offices

(San Diego, Phoenix, Boise, Charlottesville, Salt Lake, New York)

Farming: 2 in 2 offices

(San Diego, Phoenix)



Recommendations



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US Health Assessment, HHI/WIC LSP
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- Invest Funds in health specific extended case management
- Establish an ORR working group
- Launch a national data collection & monitoring initiative
- Improve pre-arrival info
- Educational outreach
- Improve Community Partnerships
- Mental Health

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