Best Practices in MEDICAL CASE MANAGEMENT

IRC Medical Case Management System

- **Major Challenges:**
  1. lack of good information flow
  2. prevalent medical conditions
  3. lack of data

- **Best Practice Models**

- **Recommendations**
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)

Nationalities with the majority of medical cases:
- Bhutan: 50%
- Iran: 28%
- Somalia: 18%
- Burma: 17%
- Iraq: 15%

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.
Health & Wellness Programs

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

- 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