

ACU Conference 2023

Coming to America: How Medical Homes Can Help Refugee and Asylee Populations Thrive



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CCI Health Services Overview

No relevant financial relationships to disclose



CCI Health Services' 50+ Year History

- Community Clinic Inc. registered as a non-profit in 1972 serving primarily pediatric and unhoused residents in Montgomery County.
- In 1996, CCI is awarded the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) by the State of Maryland.
- In 2007, CCI expands its services into Prince George's County and in 2008, CCI is recognized as a Federally Qualified Health Center (FQHC).
- In 2022, CCI celebrates its 50 years of service by updating the name and creating a more inclusive and encompassing brand that highlights the amazing lines of services that CCI provides to its growing patient population.



OUR MISSION

Our mission is to deliver high quality, accessible care to our community members, leading the way to a more equitable health care system for everyone.

Nuestra misión es brindar cuidados de alta calidad y accesibles a todos los miembros de nuestras comunidades, y así crear un sistema de atención médica más equitativo para todos.



OUR VISION

**A healthy and empowered
community for generations
to come.**

*Una comunidad sana y empoderada
para las generaciones por venir.*



OUR LOCATIONS


NUESTROS LOCALES





SILVER SPRING
8630 Fenton Street
Suite 1200
Silver Spring, MD 20910

GAITHERSBURG
220 Girard Street
Suite 100
Gaithersburg, MD 20877



GREENWAY
7474 Greenway Center Dr.
Suite 300
Greenbelt, MD 20877

GREENBELT
9220 Springhill Lane
Greenbelt, MD 20770

TAKOMA PARK
7676 New Hampshire Ave.
Suite 200
Takoma Park, MD 20912

WHEATON
2730 University Blvd.
Suite LL10
Wheaton, MD 20902

ROCKVILLE
2 Taft Court
Suite 207
Rockville, MD 20850





WIC LOCATIONS

WIC LOCALES



GAITHERSBURG

200 Girard Street
Suite 212B
Gaithersburg, MD 20877

GREENWAY

7474 Greenway Center Dr.
Suite 350
Greenbelt, MD 20877

TAKOMA PARK

1401 University Blvd. East
Suite 300
Hyattsville, MD 20783

WHEATON

2730 University Blvd.
Suite LL10
Wheaton, MD 20902



MEDICAL

Primary Care
Preventive Care
Pediatric Care
Family Planning
Women's Health
Infections Diseases

Specialty Services

Refugee Health
HIV Treatment Program
Nutrition Counseling
CenteringPregnancy®
CenteringParenting®
Program of All-Inclusive Care for the Elderly (PACE) Coming soon!

DENTAL

Preventative Care

XRay's
Cleanings
Fluoride Treatment
and more

Restorative Care

Filings
Extractions
and more

BEHAVIORAL

Counseling
Referrals
Substance Use Disorder
Treatment

At CCI, Behavioral health is integrated into our primary care delivery.

SUPPORTIVE SERVICES

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
Breastfeeding Initiation

PHARMACY

Medication Discount Program

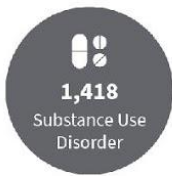
OUR SERVICES

2022 OUR YEAR BY THE NUMBERS

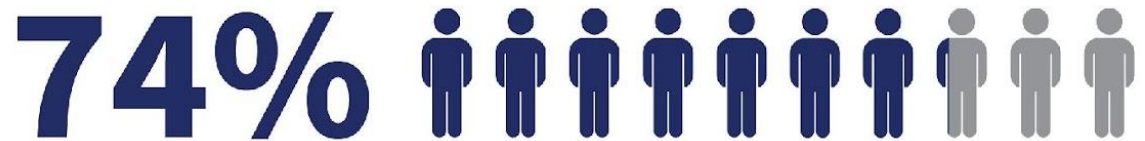
Community Members Served



Visit by Services Offered

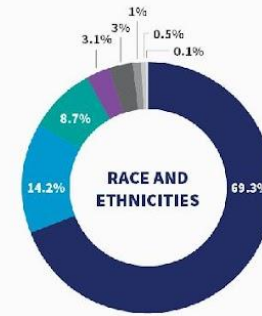


Breastfeeding initiation rate:
88.6%
14% higher than the statewide average

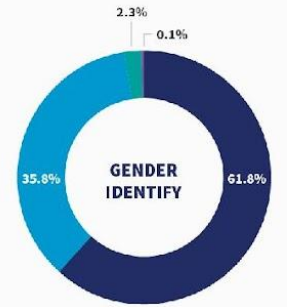


Patients best served in a language other than English

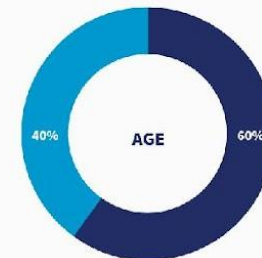
Our Patients



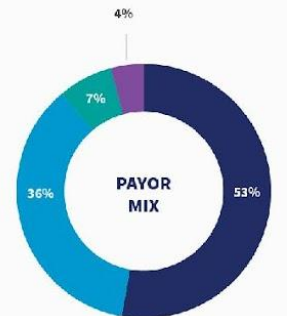
- Hispanic/Latino
- Black/African American
- White
- Asian
- Unreported/Chose not to disclose race
- American Indian/ Alaska Native
- More than one race
- Other Pacific Islander



- Female
- Male
- Unknown or chose to not disclose
- Transgender/non-binary/gender fluid



- Adult (18 and above)
- Children (17 and below)



- Medicaid, CHIP, Other Public
- Uninsured
- Private
- Medicare

CCI Staffing Snapshot

- 270+ providers, clinical support, and administrative staff serve patients across all locations.
- 80% of staff identify as BIPOC or Latino/a.
- A majority of staff identify as either first- and second-generation U.S. Americans.
- Members of the LGBTQIA+ community serve at every health center, including HQ and in junior, managerial, and executive leadership positions.



CCI Outreach and Marketing Campaigns

- In 2022, CCI reinvigorated its outreach efforts across both communities. CCI participated in 27 events across 11 cities in both Montgomery and Prince George's Counties.
- CCI hosted about a dozen public health workshops covering topics such as sexual health and primary care, breastfeeding best practices, breast cancer self-examinations, and family planning services.
- CCI purchased and opened its first building and utilized that opening to spawn work with local and county officials to promote the amazing work CCI does for the residents.



New Things on the Horizon

Exciting initiatives and projects in 2023-2024

Brand New Facility in Prince George's County

Program of All-Inclusive Care for the Elderly (PACE)

Family Medicine Residency Program

Expansion of HIV and Prenatal Services into Montgomery County

LGBTQIA+ clinic

School-based Health Center



Refugee Health Program



State 2022 Snapshot

MORA FISCAL YEAR 2022 AT A GLANCE October 2021 - September 2022



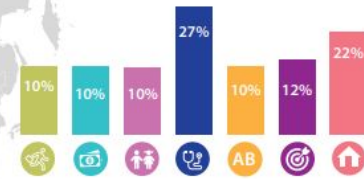
OVER 4,608
Total MORA Participants in FY22
 An 390% increase in new arrivals from FY21, a historic year in MD resettlement

The Maryland Office for Refugees and Asylees (MORA), through the Department of Human Services (DHS), Family Investment Administration (FIA) provides support and services to federally recognized refugees to ease their integration into American society.

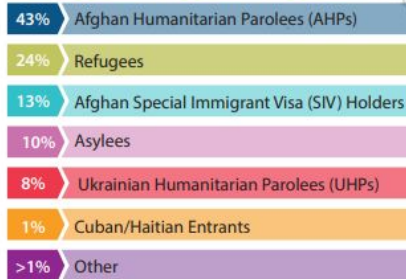
51 TOTAL COUNTRIES, TOP 5



MORA PROGRAMS FY22



IMMIGRATION STATUSES



Employment Services 1,125

- Refugee Support Services - Employment Services
- Refugee TANF Employment Program
- Vocational Training & Employment Services

Financial Assistance 1,090

- Refugee Transitional Cash Assistance

Youth & Children Programming 1,094

- Refugee Family Education
- Refugee School Impact
- Refugee Youth Mentoring

Health Assistance 3,001

- Refugee Medical Screenings
- Refugee Health Promotion
- Refugee Medical Assistance

English for Speakers of Other Languages 1,135

- English Language Training

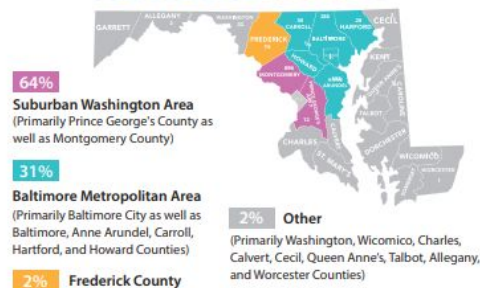
Targeted Case Management 1,296

- Extended Case Management
- Services to Older Refugees
- Asylee Outreach Project

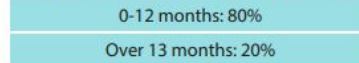
Afghan Supplemental Assistance 2,464

- Housing Assistance
- Legal assistance

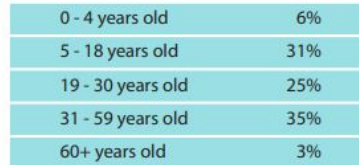
AREAS/COUNTIES



TIME IN U.S.



AVERAGE AGE OF CLIENTS: 25



Refugee Health Program Overview

- CCI received the contract with the Maryland Office of Refugees and Asylees (MORA) in 2012.
- CCI is based in Montgomery County and Prince George's County and provides Refugee Health Assessments for those being placed in either of those counties.
- CCI's Refugee Health Program started with a single provider and a single Medical Assistant that traveled between the two sites.
- The overall goal of the Refugee Health Program is to promote and improve refugee health, prevent disease, and familiarize them with the



U.S. healthcare system

Refugee Health Program Overview

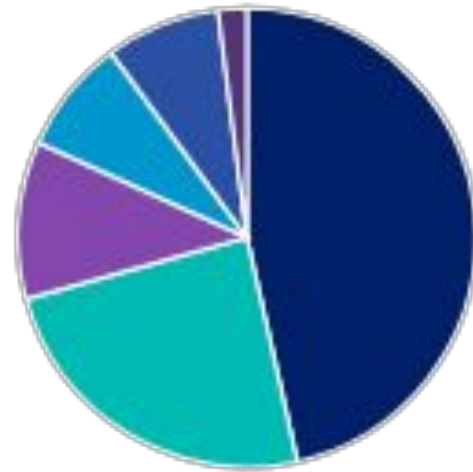
Early Challenges of the Program:

- Transportation
- Educating patients on the U.S. healthcare system
- Language barriers
- Coordination with resettlement agencies
- Follow-up communication/appointments with patients
- Burden of reporting all lab results: Lipid panel, CBC, BMP, HIV, Hep B, Hep C, TB, and Titters.

Refugee Health Program – Data

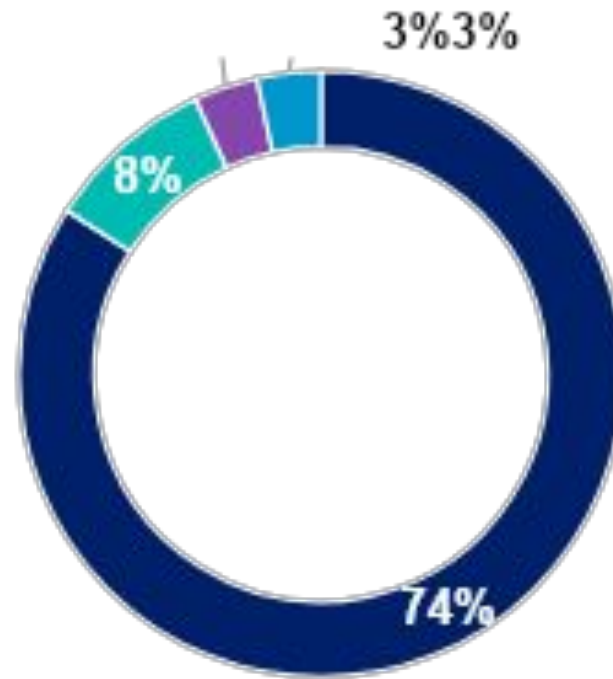
Immigration Status

- Afghan Humanitarian Parolees (AHPs)
- Refugees
- Afghan Special Immigrant Visa (SIV) Holder
- Asylees
- Ukrainian Humanitarian Parolees (UHPs)
- Cuban/Haitian Entrants



Refugee Health Program – Data

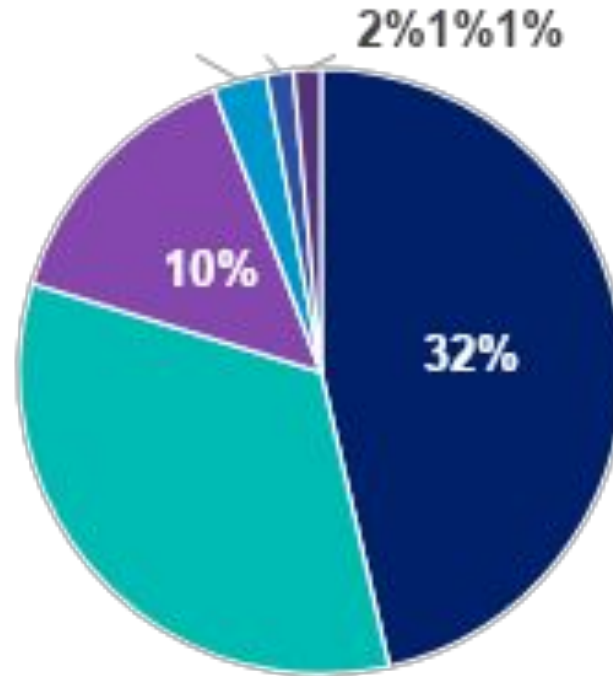
Countries



■ Afghanistan ■ Democratic Republic of the Congo ■ Cameroon ■ El Salvador

Refugee Health Program – Data

2022 Diagnoses



■ Mental Health (positive screen) ■ Elevated Blood Lead Levels ■ Latent TB ■ Pregnancy ■ Hepatitis B (Chronic) ■ Hepatitis C

Refugee Health Program – Data

- CCI's Refugee Health Program is located at our Silver Spring and Greenway (Greenbelt) locations.
- The program serves patients from infancy to the geriatric population.
- In 2021, CCI conducted over 790 Refugee Health Assessments. In 2022, conducted 2,183 Refugee Health Assessments, which is almost 3x the total in 2021.
- In 2022, 38% of patients remained as patients of CCI.



Refugee Health Program

A Day-to-Day Perspective



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Refugee Health Day-to-Day

- Nurse Led Model
- Use of Community Interpreters
- Provider well-informed for second visit
- Structures in place for needed referrals
 - Dental
 - Behavioral Health
 - Prenatal
 - Primary Care
 - Specialty Care



Evidence Based Guidelines

Guidance for the U.S. Domestic Medical Examination for Newly Arriving Refugees

[Print](#)

The domestic medical screening guidance is for state public health departments and health-care providers in the United States who conduct the initial medical screening for refugees. These screenings usually occur 30-90 days after the refugee arrives in the United States.

Domestic Guidance

[Key Considerations and Best Practices](#)

[Laboratory Testing](#)

[History and Physical](#)

[HIV Infection](#)

[Immunizations](#)

[Intestinal Parasites](#)

[Lead](#)

[Mental Health](#)

[Malaria](#)

[Nutrition and Growth](#)

[Sexual and Reproductive Health](#)

[Tuberculosis](#)

[Viral Hepatitis](#)

[Domestic Refugee Health Program FAQs](#)

Refugee Health Day-to-Day

- Family Centered Care
- Interpreter Services/Cultural Broker
- Family History intertwined
- Welcoming to US and to CCI
- Team Based Care



Common Health Needs

- Vaccines
- Lead Exposure
- Chronic Disease
- TB exposure
- Parasites
- Dental
- Behavioral Health



Refugee Health – Case Study

- 24-year-old political asylee with new diagnosis of HIV
- Health education culturally and linguistically appropriate
- Warm hand off to Behavioral Health
- Initial HIV Labs drawn
- Scheduled for ID clinic
- Follow up seamless and quick

Refugee Health – Case Study

- Afghan refugee family with need for school physicals, vaccines, elevated lead levels all family members
- School forms completed at time of visit
- Scheduled follow up vaccine appointments for children
- Connection to local park facilities for family recreation
- Language appropriate handouts on potential lead sources in the home
- Follow up lead tests scheduled

Refugee Health Day-to-Day

- Immigrants receive a warm welcome in a world of hostility
- Early steps to be healthy to lead a productive life in the US
- Challenges with amount of information in 1-2 visits
- Competing priorities in patients' lives
- Cultural clashes (family planning, dietary changes)

Refugee Health Program Management



Refugee Health Program Management

- From an administrative perspective, there are many reporting and administrative requirements when running a Refugee Health Program. The contract is renewed on an annual basis.
- The contract covers the costs of the following:

Health Assessment	Laboratory Costs	Parasite Tx (w/o Ins.)
Interpretation Svcs	Printing/Translation	BH Warm Hand Offs
Transportation for BH	BH Interpretation Svcs	Programmatic Staff
Female Genitalia	Clinical Staff	

Refugee Health Program – Reporting

- There are 43 measures for this program, most of which are time-bound. Here is a list of the reporting requirements:

Health Assessments (30 days)	Health Assessments (90 days)	Female Genital Mutilation
TB Screening for All Patients	Laten TB infection Tx initiation	Hepatitis B & C Screening and Referral to Tx
HIV Screening and Referral for Tx	Staff Activity Logs	

- Most of the information has to be uploaded for each individual patient and within a 2–3-day timeframe.

Refugee Health Program Manager Role

- The Program Manager role is crucial to the success of this program. The Program Manager is responsible for these day-to-date activities:
 - Submitting and tracking activity logs for every staff person in the program
 - Tracks down, gathers, and submits all relevant metric-based data in 3 days of the assessment
 - Tracks down patients for their 30-day assessment (RHA1) by working with resettlement agencies across two counties
 - Tracks down patients for their 90-day assessment completion by working with and scheduling patients for their follow-up appointment (RHA2)

Success, Challenges, & Opportunities

Successes:

- CCI managed to provide Refugee Health Assessments to over 2,100 patients, including managing referrals for treatment of medical conditions. This was nearly 3x the number of patients screened in 2021.
- CCI hired enough clinical and support staff to handle the Afghanistan Surge.
- Able to utilize EHR and population health tools to run reports that track nearly all measures, including if refugees continue their care at CCI.



Success, Challenges, & Opportunities

Challenges:

- High no-show rates
- Tracking 43 measures
- Continuation of care after patient completes assessment
- Communication with patients
- Staffing vacancies
- Reporting every 72 hours

Success, Challenges, & Opportunities

Opportunities:

- More coordination of services and continuation of care by utilizing more CHWs (added into the new contract)
- On staff interpreters to have more of a rapport with the patients.
- Better coordination with resettlement agencies and social support service organizations
- Increase the percentage of patients that stay on at CCI Health Services and serve as their medical home



Questions?



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visit **www.cciweb.org**.

