

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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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

NHCLV-Refugee Medicine Program



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



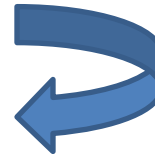
Recruit Participants



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

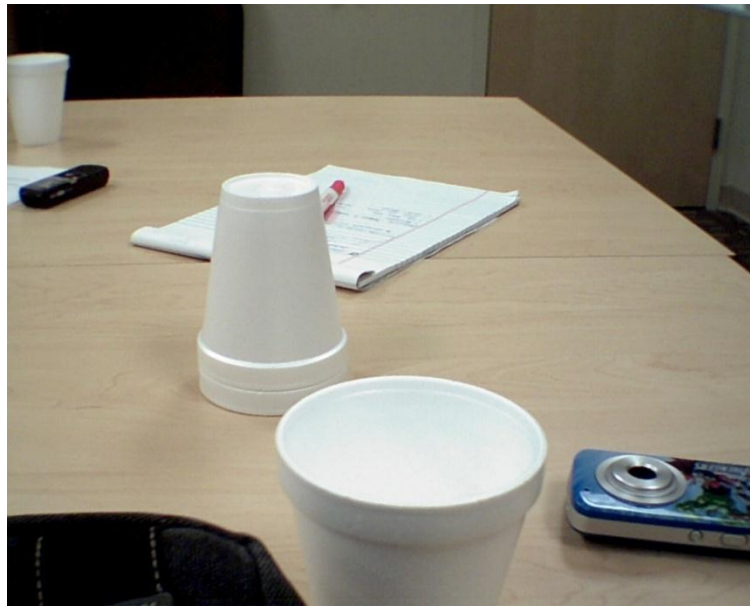
-Photovoice Workshop May 15 2013, Alexandria Lightfoot, UNC Chapel Hill

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



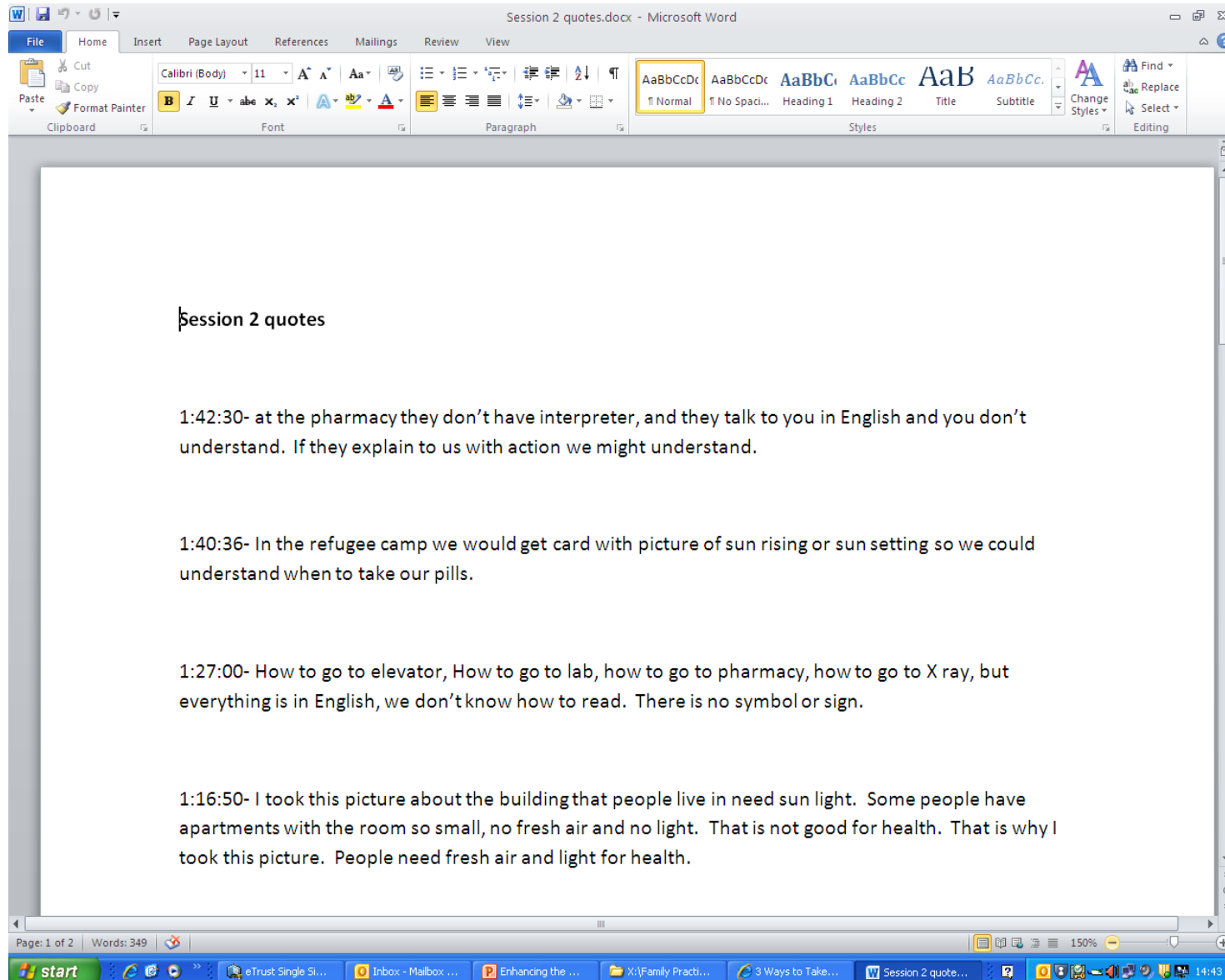
Photvoice- Our Experience

- 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”

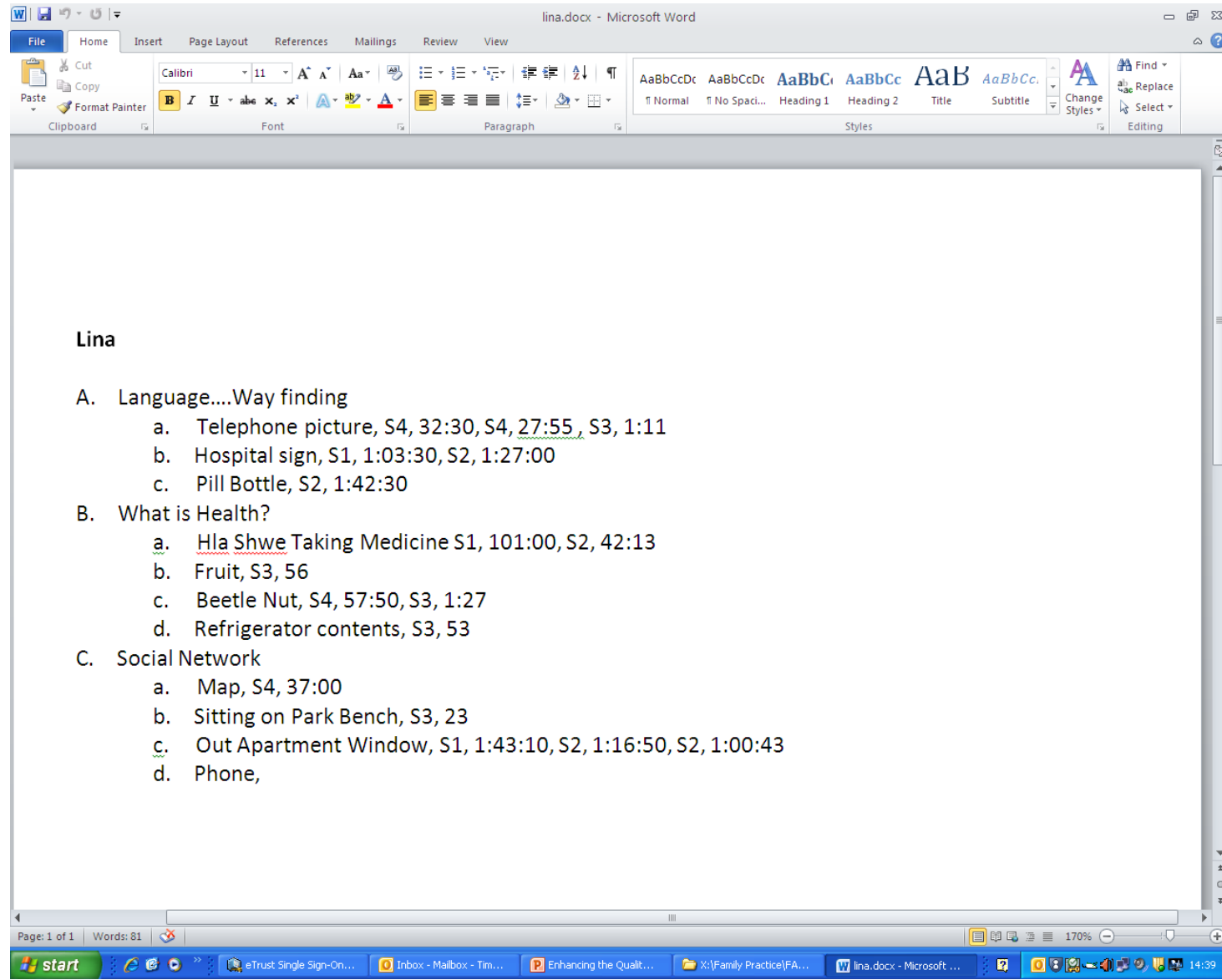
Photovoice-Data Analysis



Photovoice- Data Analysis



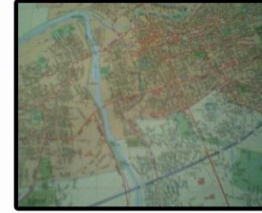
Photovoice- Data Analysis



တၢ်ရူလိာ်မုာ်လိာ်တၢ်ဆဲးကျိး Social Network

ဖဲအံၤပအိၣ်ဒၣ်ထဲဟံၣ်ဖိဃီဖိတၢ်ဒုၣ်ဒီးခဲဒုၣ်လၢသ့ၣ်ညါလိာ်သးတၢ်ဒီးတၢ်ဒီးကိးအိၣ်သကိးလိာ်သးဒီးပတၢ်သ့ၣ်ညါလၢပကလံၤဆူလဲၣ်ဒီးဟးကသ့ၣ်ကသီဘၣ်. စုအဆၢခိၣ်အဆၢဆါ. ယစုမုာ်ဆါ. တၢ်လီၤဖဲအံၤမုာ်တၢ်နးနးဒ်လၢအိၣ်လၢဘၣ်ကိၣ်ဘၣ်ခဲတဲဒဲကဝီၤပူၤတခါ. ပကလံၤဆူလဲၣ်တသ့ၣ်ညါ. ပအိၣ်ဒၣ်ထဲဟံၣ်ဖိဃီဖိတၢ်ဒုၣ်ခဲဒုၣ်လၢကအိၣ်သကိးလိာ်သးအဂီၢ်န့ၣ်လီၤ. တၢ်လီၤလၢကလံၤတသ့ၣ်ညါ. 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.



အအံၤမုာ်တၢ်လၢအလီၤဆီလၢပူၤတတၢ်ပူၤအံၤ. ဖဲပအိၣ်လၢဒဲကဝီၤပူၤအခါအိၣ်ဘူးအိၣ်တၢ်လိာ်သးတၢ်ဒီးတၢ်ဒီးတၢ်သကိးအိၣ်ဒီးအိၣ်အိၣ်သကိးတၢ်ဖဲပအိၣ်သကိးတၢ်ဝံၤတစုပဟးကသ့ၣ်ကသီတရံးလၢသဝီပူၤ မ့တမုာ်ဟးတရံးလၢ ပူၤလၢကျိၤ ဘၣ်သ့ၣ်သ့ၣ်ဟးဃုအိၣ်တၢ်ဒီးတၢ်လၢန့ၣ်လီၤ. မ့မုာ်ခဲအံၤပအိၣ်လၢဒီးဒီးလဲအပူၤအနံၤတဖၣ်အနံၤ. မုာ်တၢ်လၢအဟဲစိာ်န့ၣ်တၢ်ကိတၢ်ခဲ. နီၣ်ကစၢ်ဘီၣ်ထီၣ်. ခိၣ်သၣ်ဃံဆါ. ဒီးတၢ်သးဟးစၢ်အိၣ်ထီၣ်ဝဲန့ၣ်လီၤ. ပကဘၣ် သိၣ်လိပူၤကီၢ်ပယီၤဖိတဖၣ်လၢကသ့အိၣ်မုာ်မုာ်. ဟံးန့ၣ်တၢ်အိၣ်ဘူး ဒီးလဲဟးလၢတၢ်ဟးအိၣ်ကသ့ၣ်အလီၤန့ၣ်လီၤ.



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.

ဖဲအံၤပအိၣ်လၢဒီးဒီးလဲတဖၣ်အပူၤ. ပကအိၣ်ဘၣ်အပူၤကဘၣ်ဟ့ၣ်အပူၤန့ၣ်လီၤ. တမုာ်တၢ်လၢအလီၤကိးပထံပကီၢ်ဘၣ်. လၢပထံပကီၢ်န့ၣ်မုာ်အဲဒီးအိၣ်အလီၤန့ၣ် နလံၤဆူပူၤပူၤ နကျိၤလီၤသ့ၣ် ဒီးတၢ်နတုၤထီၣ်နတၢ်အိၣ်တၢ်ဆိးအလီၤ ဒုၣ်န့ၣ်န့ၣ်လီၤ. တၢ်လီၤလၢပဟဲအလီၤပဲၣ်တဖၣ်တအိၣ်ဘၣ်. တၢ်နီၤဖးတၢ်အဒုၣ်တအိၣ်ဘၣ်. ထံၣ်တၢ်အခိၣ်ဒုး. အိၣ် ဒီးကလံၤဟးထီၣ်ညါအကျိၤ. လၢတၢ်န့ၣ်အဃိနဖိအိၣ်တၢ်အသဝံၤဟးထီၣ်ကွံာ်ဝဲန့ၣ်လီၤ.

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.



ယတကိးနီၣ်တဘျီဘၣ်မုာ်လၢယတနၢ်ဟံၣ်တၢ်လၢအဝဲကတဲဝဲအဃိ. ယတသ့တၢ်အံၤလၢ ယနီၣ်ကစၢ်ဒုၣ်ယဲနီၣ်တဘျီ ဘၣ်. ယကိးဒုၣ်ထဲယကညီဖိတဖၣ်. တံၤသကိးတဖၣ် ဒီး ပတဲသကိးတၢ်လၢပကျိၣ်ဒုၣ်န့ၣ်လီၤ.



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

လၢပအိၣ်တဆူၣ်ဘၣ်န့ၣ်ပတသ့ၣ်ညါပကဆဲးကျိးဒီးကသံၣ်သရၣ်လၢပကလဲထံၣ်လိာ်အီၤဘၣ်. တသ့ၣ်ညါစ့ၢ်ကိးပကသံၣ်သရၣ်အလီၤတဲစီၣ်နီၣ်ဂံၢ်ဘၣ်. ဒီးပမ့ၢ်သ့ၣ်ညါပကသံၣ်သရၣ်အလီၤတဲစီၣ်နီၣ်ဂံၢ်သန့ၣ်က့ၢ်ဒီးပက



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 (ဝဲးလၢအစီၢ်ထီၣ်စီၢ်လီၤပုၤကညီၤလၢတၢ်သ့ၣ်ထီၣ်အပူၤ) ပကလဲလၢ တၢ်မၤကွၢ်ပတၢ်ဆါ ဒ်အမ့ၢ်တၢ်ထူးထီၣ်မၤကွၢ်သ့ၣ်အလီၤဒ်လဲၣ်. ကလဲလၢတၢ်လဲဟံးန့ၢ်ကသံၣ်လီၤဒ်လဲၣ်. ကလဲလၢဒၢးလၢတၢ်ဒ်ကွၢ်ပနီၣ်ခိအဂီၢ်ဒ်လဲၣ်. မ့ၢ်ဒ်လဲၣ်န့ၣ်တၢ်ခဲလၢတၢ်ကွဲးဟံးလီၤလၢကိးလၢကျိၣ်. ပဖးအီၤတဘၣ်ဘၣ် 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.



ယအိၣ်ဒီးတံၤသကိးတကလၢတနံၤဂြးဘၣ်အီၤဝဲကသံၣ်တဖျၢၣ်လၢတလၢအတီၢ်ပူၤဘၣ်ဆၣ်အဝဲအိၣ်တနံၤသၢ ဖျၢၣ်တဝီၤန့ၣ်လီၤ. မ့ၢ်အဂ့ၢ်ဒ်လဲၣ်န့ၣ်အဝဲတနံၤဟံၣ်ဝဲတၢ်စ့ၢ်လၢဘၣ်တၢ်ကွဲးလီၤအီၤလၢကသံၣ်အဒၢလီၤဘၣ်န့ၣ်လီၤ.



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?

အါဒၣ်တက့ၢ်ပွၤဘၣ်ကိၣ်ဘၣ်ခဲတဖၣ်တအိၣ်ကသံၣ်ကသီလၢမ့တမ့ၢ်ဘၣ်လၢ ထံၣ်ဘၣ်ကသံၣ်ဘၣ်ကသံၣ်လၢအဝဲ ဒီးန့ၣ်ဝဲန့ၣ်တၢ်ကွံာ်ဝဲမ့ၢ်လၢအဝဲသ့ၣ်န့ၣ်ဝဲလၢအအိၣ်ဆူၣ်အိၣ်ချ့ဝဲန့ၣ်လီၤ။



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.

ပပွၤကလုာ်တအိၣ်ကျိၣ်ညၢ၊ ဆီညၢ မ့တမ့ၢ်ထိးညၢဘၣ် ပအိၣ်တၢ်ဒီးတၢ်လၢဒီးညၢဖိတခီန့ၣ်လီၤ။ ဖဲပဟဲတုၤဖဲအံၤမ့ၢ်တၢ်ကိၣ်တၢ်ခဲဖးဒီးတၢ်မံၤန့ၣ်လီၤ။ ယကျဲးစးအိၣ်ထိးညၢဒီးကျိၣ်ညၢ ဘၣ်ဆၣ်ယမၤန့ၢ်တၢ်ဟၢဖၤဆါတခီန့ၣ်လီၤ။

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.



တၢ်လၢသဘျူၣ်သးသ့ၣ်န့ၣ်ကထီၣ်ကိၣ်ပူၤခဲစၢၣ်သ့ဝဲ ဒီးအလွဲၣ်တခီအိၣ်ထီၣ်တၢ်လၢန့ၣ်မဲအလီၤန့ၣ်လီၤ။ ပတၢ်ဃုထၢအကတအိၣ်ဘၣ်၊ ပွၤကိးကဒီးအိၣ်သဘျူၣ်တၢ်ယၤ ဒီးပတၢ်အိၣ်ဒီးတၢ်ဆၢကိၣ်လိာ် ဒီးတၢ်အကတဖၣ် ဘၣ်အဃိပအိၣ် ဒီးပမၤတမံၤဃိဒ်ပွၤလၢတမံၤဘၣ်တမံၤထွဲဝဲအသိးန့ၣ်လီၤ။ တၢ်အံၤမ့ၢ်တၢ်လၢပပတုာ်အိၣ်တန့ၢ်ဘၣ် ဒီးပစးထီၣ် အိၣ်တုာ်လံၤပနီၢ်ဆံးဆံးခါ၊ ပကဟံကတိၢ်တၢ်အံၤမ့ၢ်တၢ်ကိၣ်တၢ်ခဲ၊ ပသ့ၣ်ညါတမ့ၢ်တၢ်လၢအဂ့ၤဘၣ်၊



ဘၣ်ဆၣ် ဒီးပကပတုာ်အဂီၢ်မ့ၢ်တၢ်လၢအကီၢ်ဒိၣ်မးန့ၣ်လီၤ။
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.

ယတသ့ၣ်ညါလီၤတၢ်ဘၣ်လၢဖဲပမ့ၢ်ဟံန့ၣ်တၢ်တမံၤမံၤလၢတၢ်ခုၣ်ဒၢအပူၤန့ၣ်ကထီၣ်တၢ်တကံတကးမ့တမ့ၢ်ဘၣ်န့ၣ် 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.

