Re-engineering Practices to Optimize Patient Care for the Refugee with TB

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ONCE UPON A TIME ....
Optimize Patient Care

- Review requirements and guidelines
- Develop forms to capture information
- Develop forms for referral
- Develop communication materials
- Develop processes to assure outcomes
- Communicate with all involved parties
TB Screening Methods

- PPD
  - Where: Redi-Care
  - When: 1st Visit, read in 2 days

- Quantiferon Gold
  - Where: Lab
  - When: ASAP, results in 2 days
Results: 0
For ALL Follow-up
Performance Improvement

- Language barrier
- Noncompliance
- Paradigm Shift
- Systems Thinking
  - Labs & 2nd visit
  - Remedy beyond our walls - silo
Systems Thinking

- Identify interconnecting parts
- Appreciate inter-dependencies
- Think of the “big picture”
- Recognize dynamic nature of system
- Provide an holistic perspective
- Expand horizons
- Help shift thinking – paradigm shift
Interpersonal Relationships

- Scranton Catholic Social Service
  - Transport to lab
  - Transport to 2nd visit
- Redi-Care
  - Save time for Catholic Social Service
  - Assure no wait
- Add staff for visits
- Relocate to separate clinic area
Interpersonal Issues

- Tendency to gravitate to silos
- Consideration for others in complex system
- We versus They thinking
- Awareness of authority boundaries
- Short term solutions vs long term costs
Positive TB Results – Past/Present

- Complete x-ray
- Refer to Department of Health
  - Need timely lab & x-ray results
  - Adjust to increase workload
Interpersonal Relationships/Systems Thinking

- Department of Health
  - Provided educational program
  - Provided handouts & references
  - Obtained x-rays from Redi-Care
- Redi-Care
  - Provided direct x-ray access
  - Completed forms for DOH
Re-engineering Lab Processes

- Catholic Social Service to lab
- Lab to adjacent building
- Lab to another location – LONG WAIT
  - Met with lab
  - Opened communications
Re-engineering Lab Processes

- Catholic Social Service
  - Provides transportation
- Redi-Care
  - Schedules refugee lab work
- Lab
  - Schedules additional staff for lab work
  - Provides an alternate location if needed
TB Screening & School Attendance

- Communication
- Develop processes to expedite attendance
- Develop forms for communication
Educational Program for Bhutanese Refugees

- Educate on TB and other medical issues
- Dispel misconceptions
- Explain processes and rationale
RE-ENGINEERING - Performance Improvement

- Paradigm shifts
- Systems thinking
- Interpersonal relationships