

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