

Pilot Randomized Controlled Study for Referral Card and Counseling Program to Improve Refugee's Completion Rates of Referral Appointments

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ROCHESTER
REGIONAL HEALTH




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ROCHESTER
MEDICAL CENTER



North American
REFUGEE HEALTH
CONFERENCE



Background

- ▶ Center for Refugee Health, Rochester, NY
 - ▶ Referral appointments are important for preventative health care and specialized work-up and treatment
 - ▶ ~35% of refugee patients do not show up to their referral appointments (vs. ~17%)
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Interviews: Why? How can we help?

Why Do I Need to Go
Language
Directions
Don't have a car
Forgot
Bus Unfamiliarity

- Evidence-based suggestion: Referral card with visual directions and counseling

Standard care

Dental Services

<p><u>Eastman Dental</u> Phone: 585-275-5051 625 Elmwood Ave Rochester, NY 14620 Monday-Friday 8:30 a-5 pm Walk Ins: Monday – Friday 8 am-4pm Insurances: Medicaid, options, CHP Fax: 273-3485 Peds 273-1285 General</p>	<p><u>Rochester General Hospital</u> Pluta Dental Center 1425 Portland Ave Rochester, NY 14621 Ground floor near cafeteria and green elevators Walk Ins: Monday – Friday 8:30 am -12pm and 1pm-3:30pm Insurances: Medicaid, options, CHP</p>
<p><u>Unity Dental</u> 89 Genesee Street Suit 2 Rochester, NY 14611 Phone: 585-368-1890 Monday- Friday 8am-5pm (closed 1-2 pm) Walk Ins: 8-11am Insurances: Medicaid, options, CHP</p>	<p><u>Q Dental</u></p> <ul style="list-style-type: none"> • 2300 Buffalo Road Cornerstone Center Bldg. 400 Gates, NY 14624 Phone: 585-200-5877 • 1100 Long Pond Road Country Village Plaza Suite 115 Greece, NY 14626 Phone: 585-331-8477 • 1225 Jefferson Road Frontier Commons Rochester, NY 14623 Phone: 585-331-8479 • 1338 E. Ridge Road North Ridge Medical Center Rochester, NY 14621 Phone: 585-331-8478 Insurances: Medicaid, options
<p><u>Gentle Dental</u> 295 Monroe Ave Rochester, NY 14607 Phone: 585-467-4513 Insurances: Medicaid, Fidelis, Options, and CHP</p>	<p><u>Brown Square Dental</u> 322 Lake Ave Rochester, NY 14608 Phone: 585-254-6480 Monday- Friday 8:30-5pm Insurances: Medicaid, Fidelis, Options, and CHP</p>
<p><u>Anthony Jordan</u> 82 Holland St Rochester, NY 14605 Phone: 585-423-5800 Monday 8:30 am-8pm Tuesday-Thursday 8:30am-5pm Friday 8:30am-12pm Walk ins: 7:15 am Monday-Thursday Insurances: Medicaid, options, CHP</p>	<p><u>Highland Dentistry</u> 990 South Ave suite 20 Rochester, NY 14620 Phone: 585-341-6888 Monday- Friday 8:30 am-4:30 pm Afterhours call: 585-275-5531 ages 4 and up Insurances: options and Fidelis</p>

You have a **DENTIST** appointment at **Eastman Dental (625 Elmwood Ave)** on _____ at _____ am/pm

तपाईंको दातको अप्पोइन्टमेन्ट _____ तारिकमा _____ बजे छ।



1. Go to **Downtown bus stop/Transit Center** १. दोवन्तौवं बस स्टप जानु होस्।
2. Take Bus **4, 45 or 145** २. त्यहाँबाट बस ४, ४५ किं १४५ लिनु होस्।
3. Once the bus is on Elmwood avenue, get off at Strong Hospital (Eastman Dental) ३. एल्म्वूद अवेनु पुगे पछि "स्ट्रॉग हॉस्पिटलमा (एस्टमन डेन्टलमा)" उत्रिनुस।
4. Eastman Dental will be on your right ४. एस्टमन डेन्टल तपाईंको दाहिनेमा हुन्छ।



To return back to Downtown bus stop/Transit Center:

1. Take **bus 4, 28, 45, or 145** in front of Eastman Dental
2. Get off at Transit Center (last stop)

Duration of trip is 14 to 35 minutes.

दोव्न्तोवं बस स्टप फर्किन:

१. एअस्टमन डेन्टलको अगाडीबाट बस ४, २८, ४५, कि १४५ लिनु होस्।
२. दोव्न्तोवं बस स्टपमा उत्रिनु होस्। यो बस को अन्त्य स्टप हो।

पुग्नलाई १४ देखिन ३५ मिनेट लाग्छ।



Eastman Dental
625 Elmwood Ave
Rochester, NY 14620
Office Phone: (585) 275-5051

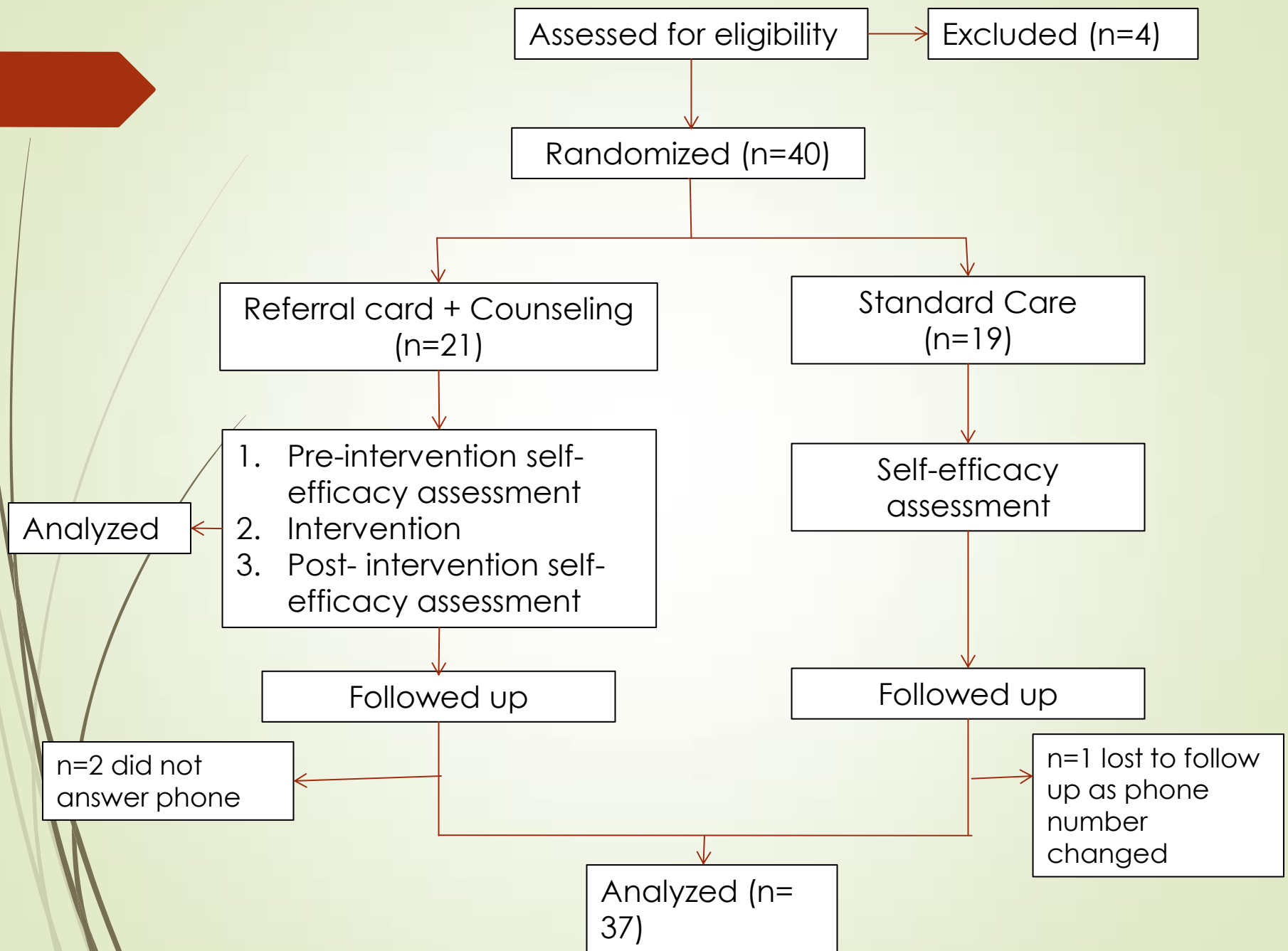
Walk in hours: Monday- Friday, 8am – 4pm
सोमबार-शुक्रबार, ८- ४



Counseling



- ▶ Why do you think you need to go to the dentist?
- ▶ *[Allow patient to explain]*
- ▶ Let me explain why it's important for you to see a dentist [..]
- ▶ Now, would you be able to explain back to me why it's important to go see the dentist?
- ▶ *[Teach-back]*



Baseline characteristics

- ▶ Study arms were similar at baseline
 - ▶ gender, age, time since arrival, insurance, country of origin, reason for and site of referral appointment, planned mode of transportation, self-efficacy

Proficiency	Intervention, N= 21	Standard Care, N= 19
English reading		
At least elementary	6 (28.6%)	1 (5.3%)
No proficiency	15 (71.4%)	18 (94.7%)
English speaking fluency		
At least elementary	6 (28.6%)	2 (10.5%)
No proficiency	15 (71.4%)	17 (89.5%)
Native language reading		
At least elementary	16 (76.2%)	15 (78.9%)
No proficiency	5 (23.8%)	4 (21.1%)


Results: logistic regression for completion rates and self-efficacy

	Odds ratio	p-value
Completing referral appointment	2.6	<0.01

	Odds ratio	p-value
Above average understanding of why to go to referral appointment	13.5	<0.01
Above average confidence of how to travel to appointment	2.5	0.01



Conclusions

- Referral card and counseling program improved referral appointment completion rates
 - Could be useful in other resettlement locations as well
 - Important to design culturally sensitive interventions
 - Community-based participation
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Acknowledgments

- Dr. David Hough and the rest of the staff at the Center for Refugee Health
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- Catholic Family Center for providing resettlement data
- Refugees patients and patient navigators

STRATUS
video interpreting



Touch Desired
Language

Connect with a
live interpreter
in less than 30
seconds





References

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- ▶ Interagency Language Roundtable language proficiency scale