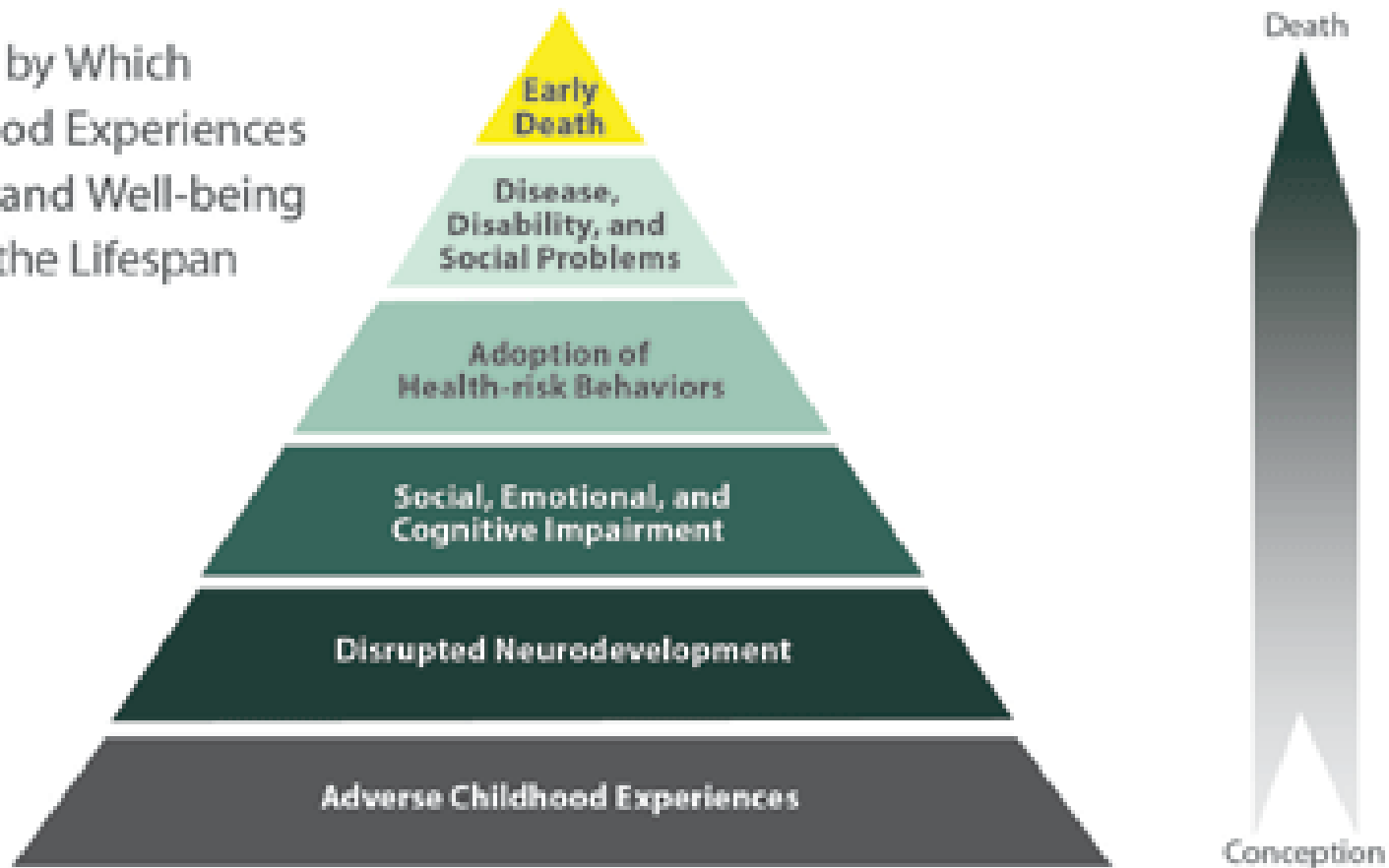


Mechanism by Which
Adverse Childhood Experiences
Influence Health and Well-being
Throughout the Lifespan



What is resilience?

Resilience is a dynamic process wherein individuals display positive adaptation despite experiences of significant adversity or trauma

From illness to resilience

- ▶ Illness based model
 - ▶ Narrows our perspective
 - ▶ Distracts us from the importance of social needs
- ▶ Resilience based model
 - ▶ Emphasis on primary prevention
 - ▶ Care as a continuum
 - ▶ Reducing vulnerability factors and enhancing protective factors

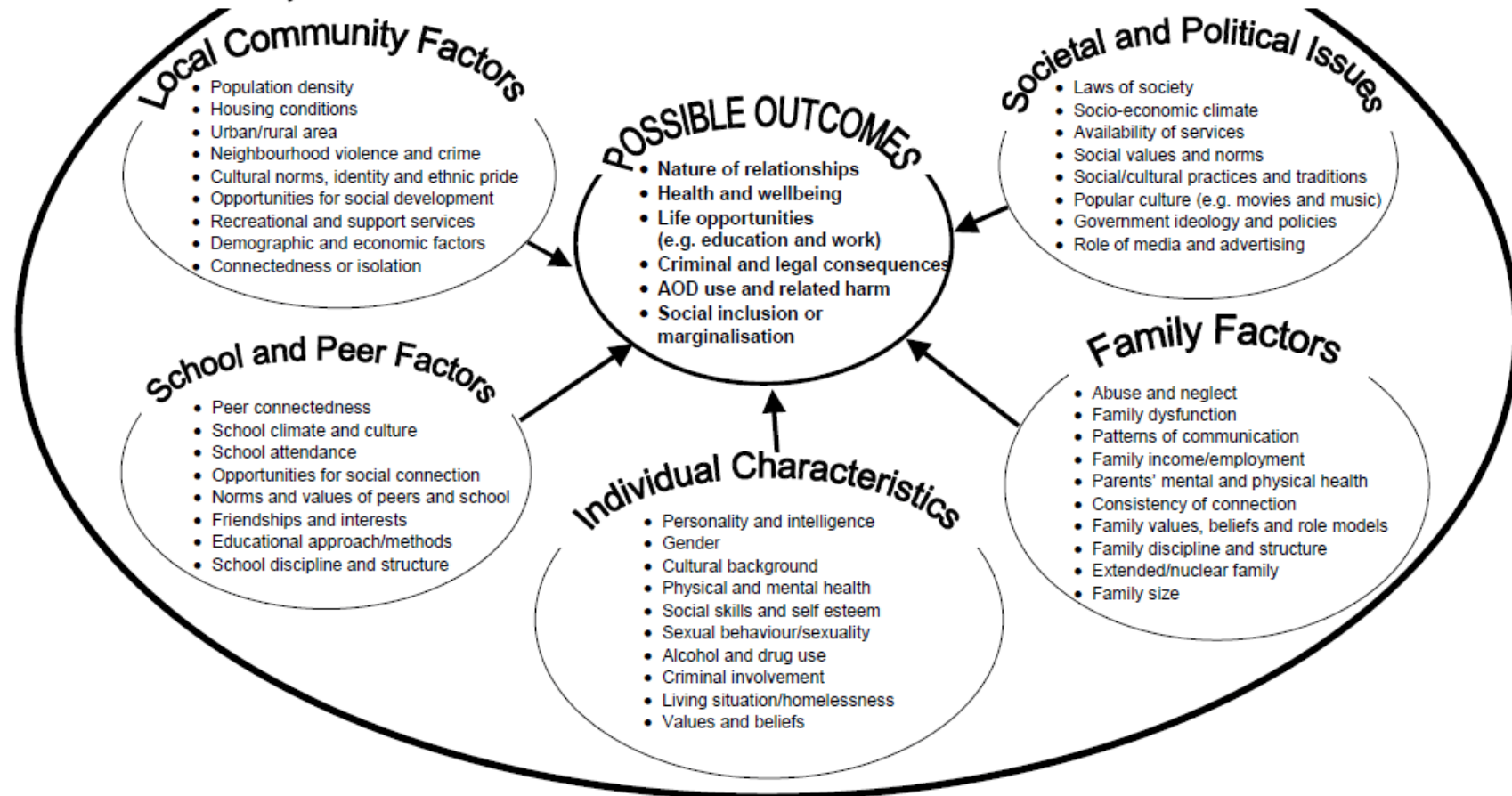
Vulnerability factors

- ▶ Past traumas
- ▶ Dislocation to a new environment and culture
- ▶ Limited ability to speak English
- ▶ Limited education
- ▶ Non-transferable job skills
- ▶ Fear of deportation
- ▶ Poverty
- ▶ Violence in home, school, neighborhood, community
- ▶ Resentment, discrimination, and hostility in new environment
- ▶ Parental mental illness
- ▶ Parental substance abuse

Protective factors

- ▶ Internal locus of control
- ▶ Positive relationship with at least one adult
- ▶ Emotionally responsive caregiving
- ▶ Social support
- ▶ Financial security
- ▶ Safe home, school, neighborhood

Risk and Protective Factors



Fostering resilient adaptation

- ▶ Establishing trust
- ▶ Building capacity among caregivers
- ▶ Identifying and building on strengths within individual, family, community

Establish trust

- ▶ Cultural competence
- ▶ Do not assume that all immigrants or refugees face the same challenges- each person and family is unique
- ▶ Use trained, unbiased, professional interpreters not family members
- ▶ Address concerns about immediate day-to-day survival- poor living conditions, financial insecurity, lack of clothing and shoes- before pursuing your own agenda

Capacity building

- ▶ Not child or parent focused
- ▶ Strengthens buffering relationships

Identify and build on strengths

- ▶ Hope
- ▶ Desire for children to be successful
- ▶ Faith
- ▶ Community ties
- ▶ Cultural values

Case 1

- ▶ Healthy 3 year old refugee presents for well child visit. Accompanied by dad and his two older brothers. During the visit I do a developmental screen. I ask dad if the family reads together at home. Dad looks confused and asks “Why would I read with my child at home? That is what school is for.”



Case 2

- ▶ 13 year old refugee from South Sudan with newly diagnosed type 2 diabetes presents for follow up. Pt came to the US with her older sister and brother a little over a year ago. The family speaks Acholi. Mother has depression and has had difficulty adjusting to life in US. Family feels isolated. Financial insecurity. During the visit, I learn that patient is being bullied at school.



Case 3

- ▶ An adolescent Somali girl who presents with intermittent episodes of LOC and convulsions. Patient came to US with parents and 4 younger siblings. Father is disabled and her mother works in a hotel. She worries that no one is home to take care of her father while she is at school and her mother is at work.
- ▶ Was referred to cardiology and neurology for evaluation. Thorough cardiac and neuro evaluation were negative for organic cause.
- ▶ Dx with psychogenic nonepileptic seizures



None of our success would be possible
without our robust healthcare navigation
team

Squirrel Hill Health Center

- ▶ FQHC
- ▶ 2 brick and mortar sites
 - ▶ Squirrel Hill- 2006
 - ▶ Brentwood- 2015
- ▶ 1 Mobile Unit

SHHC Teams

- ▶ Primary Care Providers
- ▶ Nurses
- ▶ Behavioral Health
- ▶ Psychiatrist
- ▶ Therapists
- ▶ Behavioral Health Coordinator
- ▶ Peers
- ▶ MSW Intern
- ▶ Groups
- ▶ Care Navigation
- ▶ Staff Care Navigators
- ▶ 4 AmeriCorps Members
- ▶ Outreach and Enrollment
- ▶ Dental

Care Navigation: Turning Swiss Cheese into Provolone

- ▶ Filling in the gaps of healthcare
- ▶ Referral assistance: scheduling imaging tests, specialist visits, prescription assistance programs, etc.
- ▶ Bridging to resources: caseworkers, food assistance, employment services, etc.
- ▶ After visit meeting as part of check-out process
- ▶ Phone follow ups
- ▶ Referral tracking
- ▶ Including specialist ordered referrals

What does care navigation look like?

- ▶ In Person Meetings
- ▶ Phone Conferences
- ▶ Advocacy
- ▶ Access
- ▶ Interpretation
- ▶ Resource Mapping and Connections
- ▶ Meeting with community partners/collaborations

Initial Medical Visits for Refugees

- ▶ Coordinated between Care Navigator Team (AmeriCorps members) and Resettlement Agency Staff
- ▶ Over 600 in 2016
- ▶ Behavioral Health visits scheduled ahead of time if indicated by overseas medical screenings

Outreach and Education

- ▶ Agency collaboration
- ▶ Community outreach in Brentwood area
- ▶ AmeriCorps Service Sites
- ▶ Establish contacts within school districts
 - ▶ Process for catch-up vaccination schedules

Questions?

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