



Building Bridges: Effective Tuberculosis Care for Refugee Families

Jillian Lynaugh, APRN, CNP, DNP, MPH

Pediatric Nurse Practitioner, Refugee Clinic Provider

Mayo Clinic Rochester, Community Pediatric and Adolescent Medicine

Learning Objectives

1. Identify the specific challenges faced by refugee families in accessing and adhering to TB care, including linguistic, socioeconomic, and cultural barriers.
2. Recognize techniques for building rapport and trust with refugee families to improve communication and engagement in TB care.
3. Explore strategies for reconciling differing priorities between refugee families and healthcare professionals to ensure effective TB treatment and care.

Keep in Mind...

- Know your resources
- Know your population
- Willingness to be resourceful and creative

Meet Benson...

8-year-old South Sudanese
Refugee

Moved to a refugee camp in
Kenya when he was 3 years old.

Moved to Rochester, MN in
November 2024 with his parents
and three siblings.

Initial blood work shows positive
IGRA; lead level also elevated



Role of Linguistic Factors

- Interpretation Challenges
 - Declining interpreter
 - Requesting family member to interpret
 - Concerns with confidentiality (Patel et al., 2021)
 - Languages of lesser diffusion

Back to Benson – Initial Visit

Role of Socioeconomic Factors

- Health Literacy
 - Recognize the range of health literacy
 - Specific challenges with TB Infection – lack of perceived poor health
 - Ideas to check for understanding
 - Teach back
 - Allow families to make notes themselves
 - Repetition

Role of Socioeconomic Factors

Access to
Care

Financial

Back to Benson



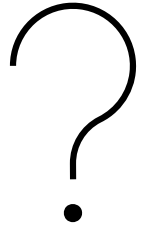
Exposures



Recommending Treatment



Medications



Polling Question

What is your comfort level working with patients from a culture different from your culture?

1. 100% comfortable!
2. Mostly comfortable
3. Some level of comfort
4. Not at all comfortable

“Don’t think you can get a cookbook of whatever culture you’re working with, because it just doesn’t work. Be open and sensitive to whomever you’re dealing with at that point. Be careful of preconceived ideas. You really have to start from scratch right then and there, or in the here and now.” - Public Health Nurse (Rutgers Health)

Culture Impacts...

- When, where, and from whom to seek care (Rutgers Health)
- Beliefs/trust in traditional medicines (Seyedmehdi et al., 2024)

Questions you can ask...

What do you think will help
cure your _____?

Other than your health care
team, who else do you think
can help you get better?

Are there things that can help
you feel better that I don't
know about?

The background of the slide is a solid blue color with a subtle, repeating pattern of hexagons and dots, resembling a molecular or network structure.

Back to Benson

Building Rapport and Trust

Recognize and appreciate the journey and the resilience of refugees

- Journey often required them to trust people that were untrustworthy
- Past experiences and current challenges impact trust in healthcare system (Essex et al., 2022)

Building Rapport and Trust

- Healthcare Interactions
 - Nonverbal Cues & Compassion (Patel et al., 2021)
 - Openness to listen to “personal story and non-medical information” (Patel et al., 2021)
 - Continuity of care (Essex et al., 2022)

Reconciling Priorities

- Agenda setting
- Addressing patient's priorities first
- Resources
 - Refugee resettlement agency
 - Community Health Workers
 - Social Workers

The background of the slide is a solid blue color with a subtle, repeating pattern of hexagons and dots, resembling a molecular or network structure.

Back to Benson

References

Essex, R., Kalocsanyiova, E., Rummyantseva, N., & Jameson. (2022). Trust amongst refugees in resettlement settings: A systematic scoping review and thematic analysis of the literature. *Journal of International Migration and integration*, 23, 543-568. <https://doi.org/10.1007/s12134-021-00850-0>

Patel, P., Bernays, S., Dolan, H., Muscat, D. Trevena, L. (2021). Communication experiences in primary healthcare with refugees and asylum seekers: A literature review and narrative synthesis. *International Journal of Environmental Research and Public Health*, 18(1469). DOI: [10.3390/ijerph18041469](https://doi.org/10.3390/ijerph18041469)

Rutgers Health: New Jersey Medical School: Global Tuberculosis Institute. (N.D.). Cultural competency and tuberculosis care: A guide for self-study and self-assessment. <https://globaltb.njms.rutgers.edu/downloads/products/tbandculturalcompetency.pdf>

Seyedmehdi, S. M., Jamaati, H., Varahram, M., Tabarsi, P., Marjani, M., Moniri, A., Alizadeh, N., & Hassani, S. (2024). Barriers and facilitators of tuberculosis treatment among immigrants: an integrative review. *BMC Public Health*, 24(3514). DOI: [10.1186/s12889-024-21020-8](https://doi.org/10.1186/s12889-024-21020-8)

Questions and Answers





Thank you