



Treatment of TB in a Cross-Cultural Setting with Mobile Patients

Laszlo Madaras, MD, MPH, SFHM

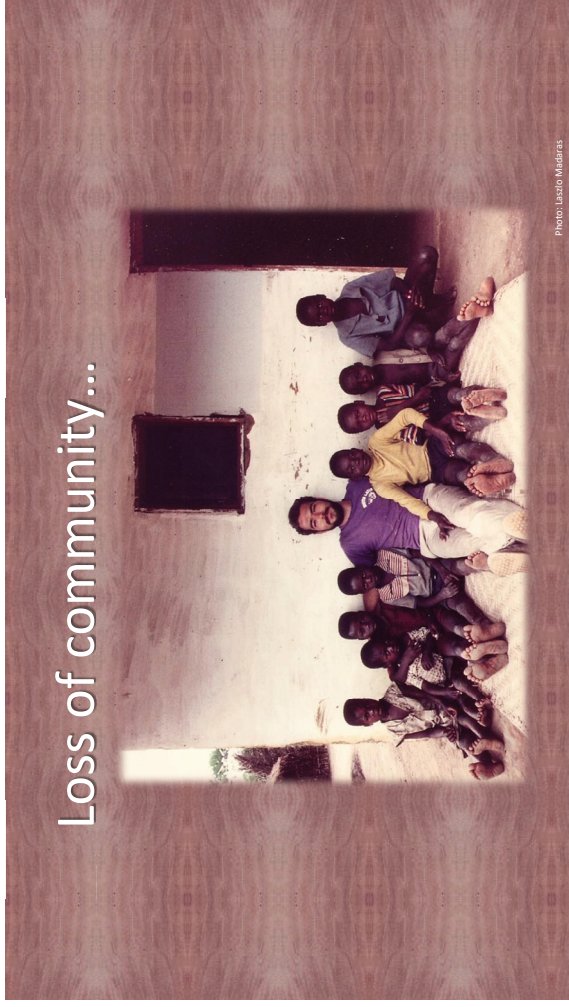


Exploring barriers to care....

Fear of isolation...

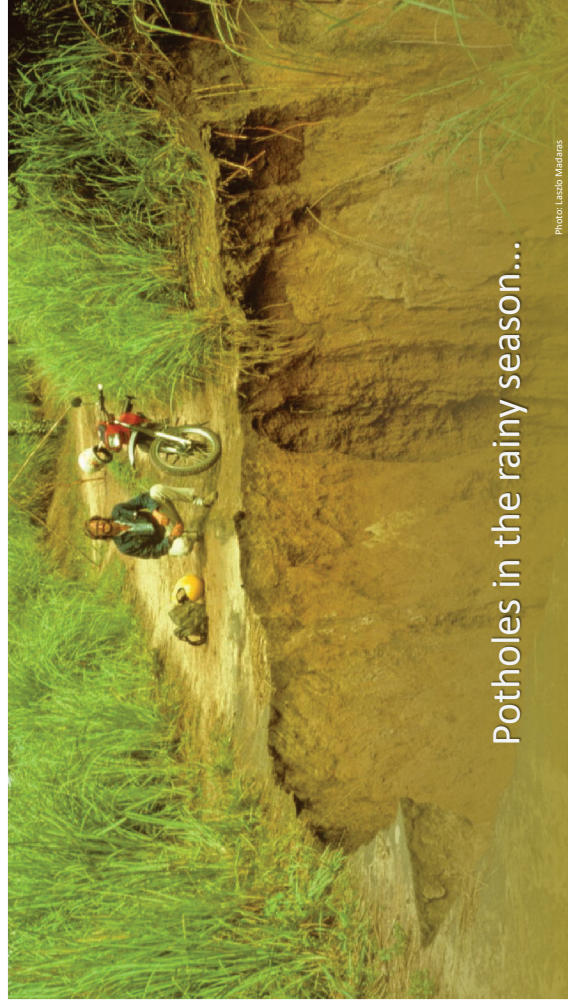


Loss of community...



Potholes in the rainy season...

Photo: Lucio Madrazo



Stalling out in 1st
gear on the way to
the health center...



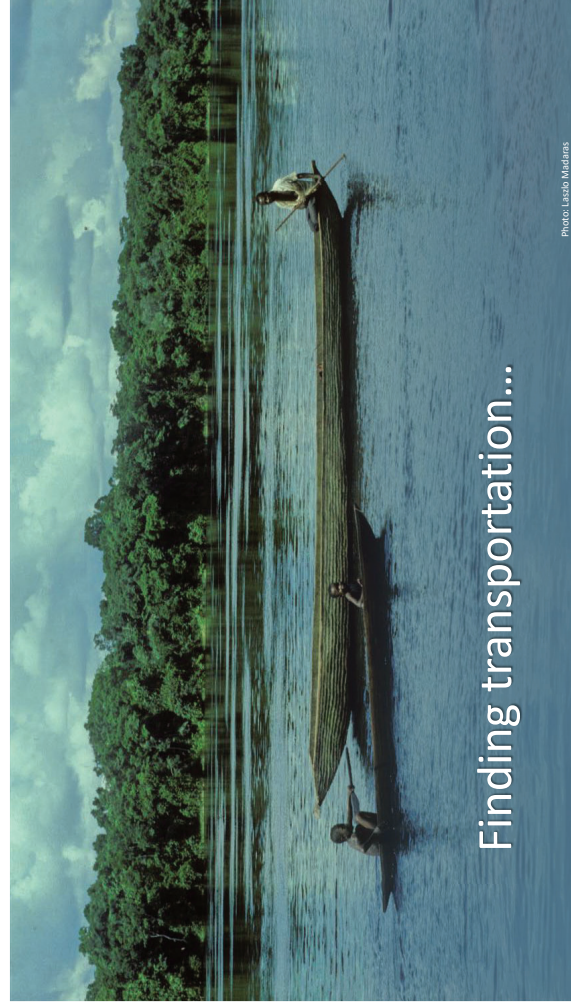


Photo: László Mészáros

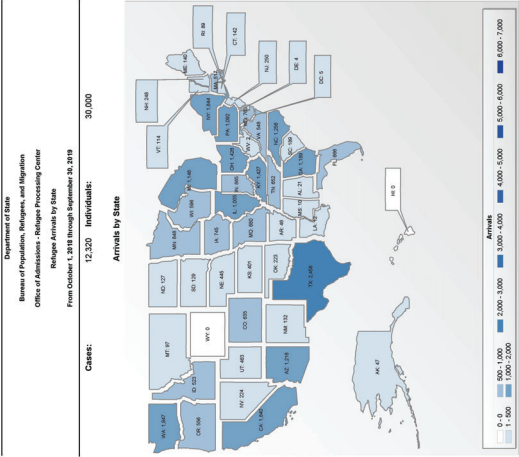
Sharing the road...

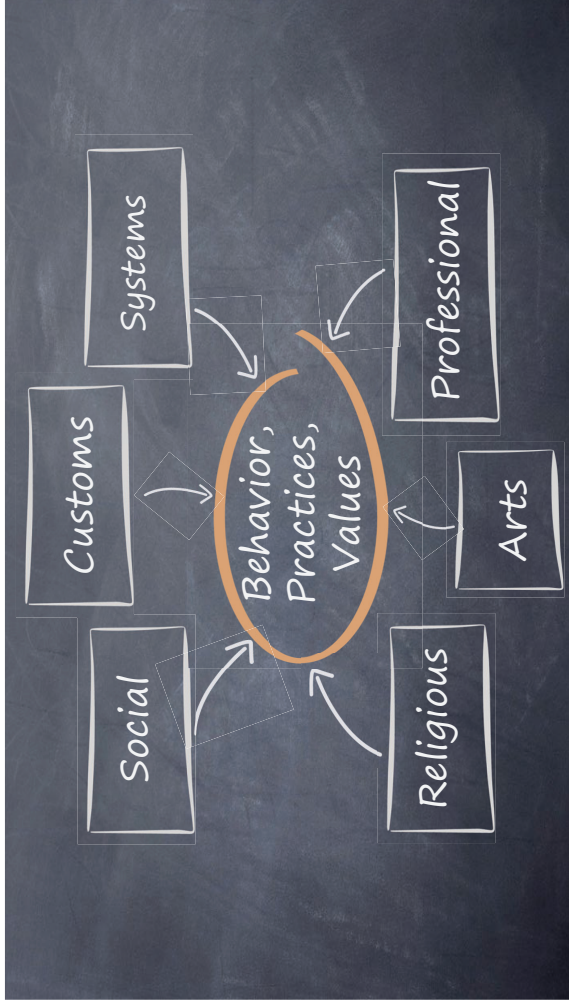


Photo: László Mészáros



Treating TB in a Cross-Cultural Setting





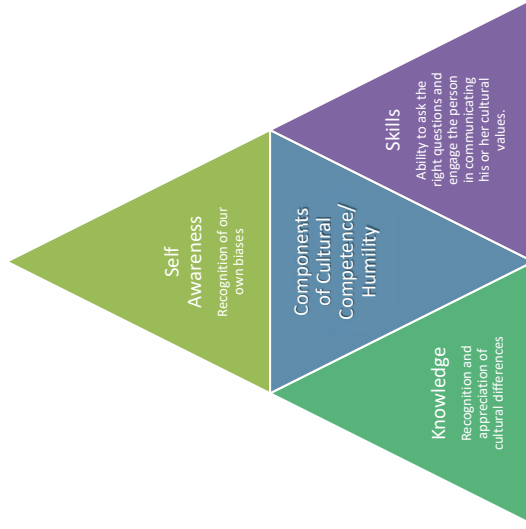
Cultural Humility



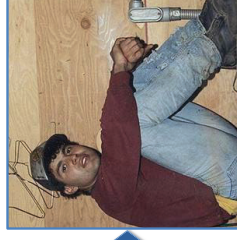
Photo: Candace Kugel

Cultural Humility

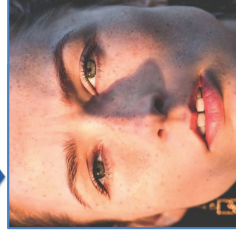
Cultural humility is an approach to sociocultural differences that is “self-first.” It emphasizes intersectionality and understanding one’s own implicit biases. This approach cultivates self-awareness and self-reflection, bringing a respectful willingness to learn to inter-personal interactions.



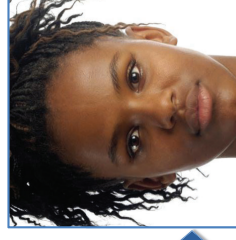
Self-Awareness



42 year old
Hispanic male
arrived into the United States
undocumented
at age 19 as a migrant
farmworker



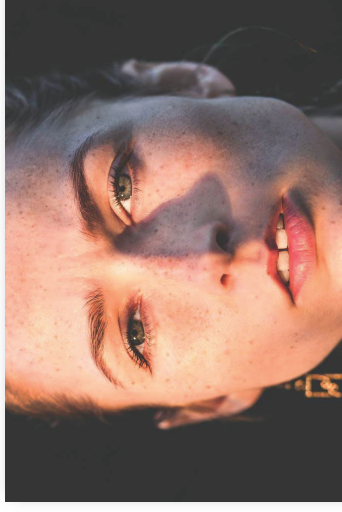
24 year old white
female graduated from Yale at age 21
daughter of physician mother and lawyer father



17 year old
African American
female with one child age 6 months



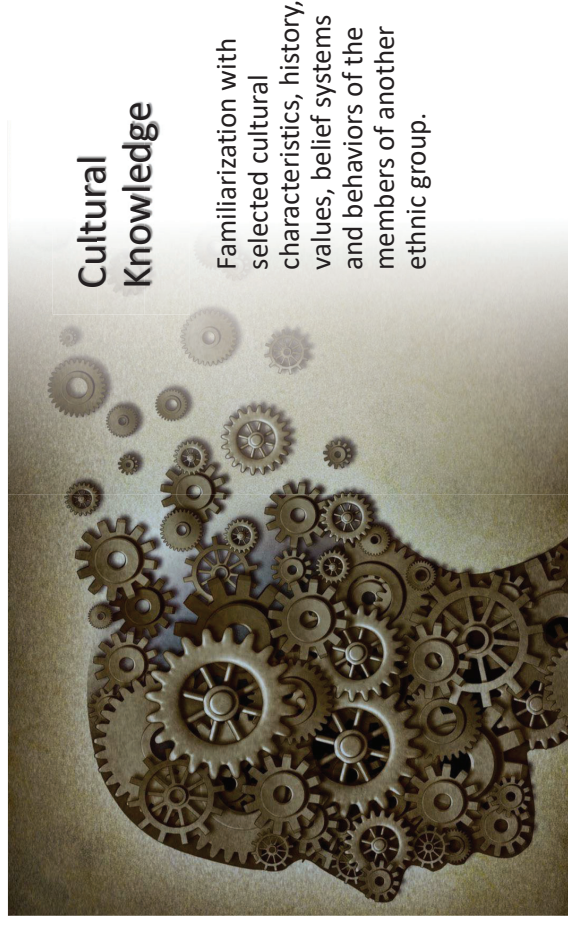
Alfredo Quinones-
Hinojosa MD



"Mary" has had substance abuse problems since her early teenage years. Presents to you for treatment of active TB following her recent discharge from her third Drug/Alcohol Rehab for chronic meth-amphetamine addiction. She is HIV and HepC positive.



- Nakisha" will be graduating from an inner-city high school in NYC this May as the Valedictorian of her class. She has scored 1540 on her SATs and has a full scholarship to college in the fall.
- Her pregnancy was the result of a rape when she was 15.
- She is scheduled to see you today because she had a positive TST when she had her college PE, she remembers being told that her grandmother died of TB when she was a young child.



Cultural Knowledge

Familiarization with selected cultural characteristics, history, values, belief systems and behaviors of the members of another ethnic group.



Photo: Warm Cult

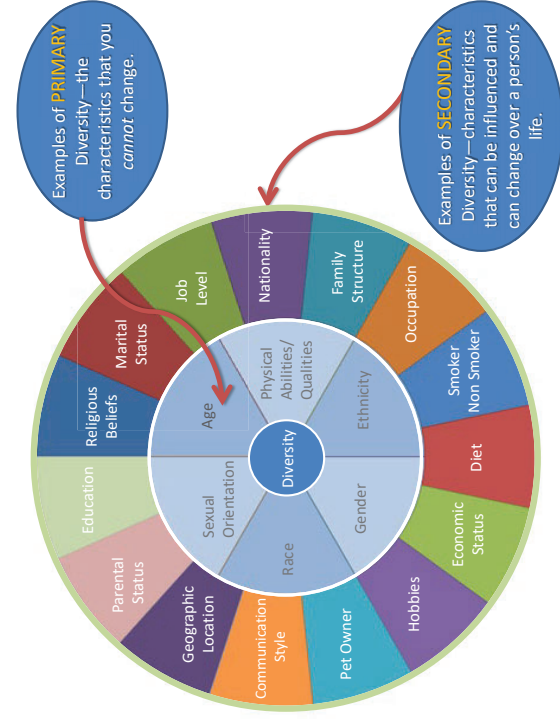
Cultural Awareness

Developing sensitivity and understanding of another ethnic group. Usually involves internal changes in terms of attitudes and values.



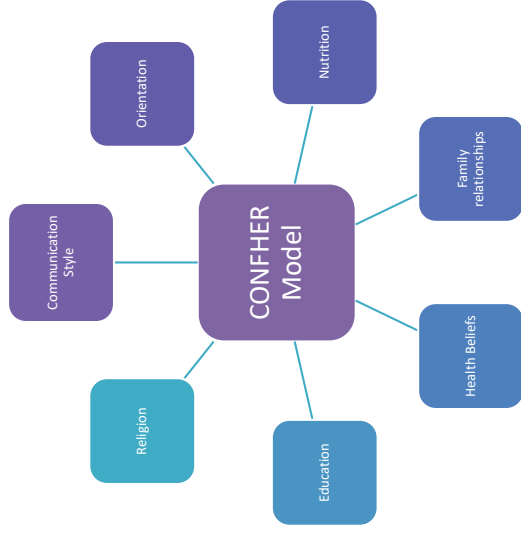
Photo: Shannon Acheto

Cultural Diversity Between and Within



Cultural Sensitivity

Knowing that cultural differences as well as similarities exist, without assigning values to those differences.

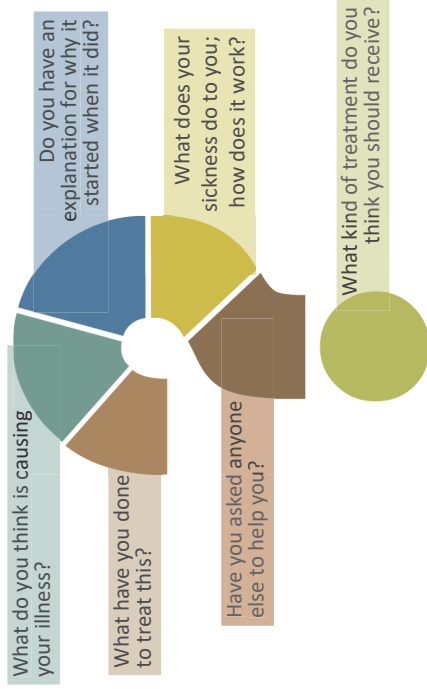


Explanatory Model

- ✓ Patient/Client centered
- ✓ Doesn't require exhaustive knowledge
- ✓ Recognizes individuality
- ✓ Allows cultural humility
- ✓ Allows collaboration and negotiation

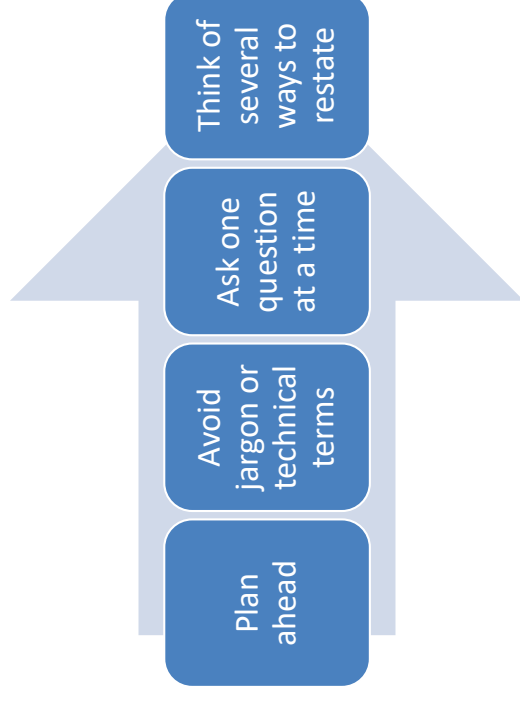
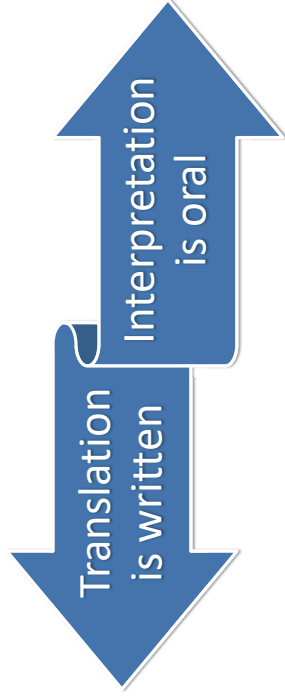


Sample Questions

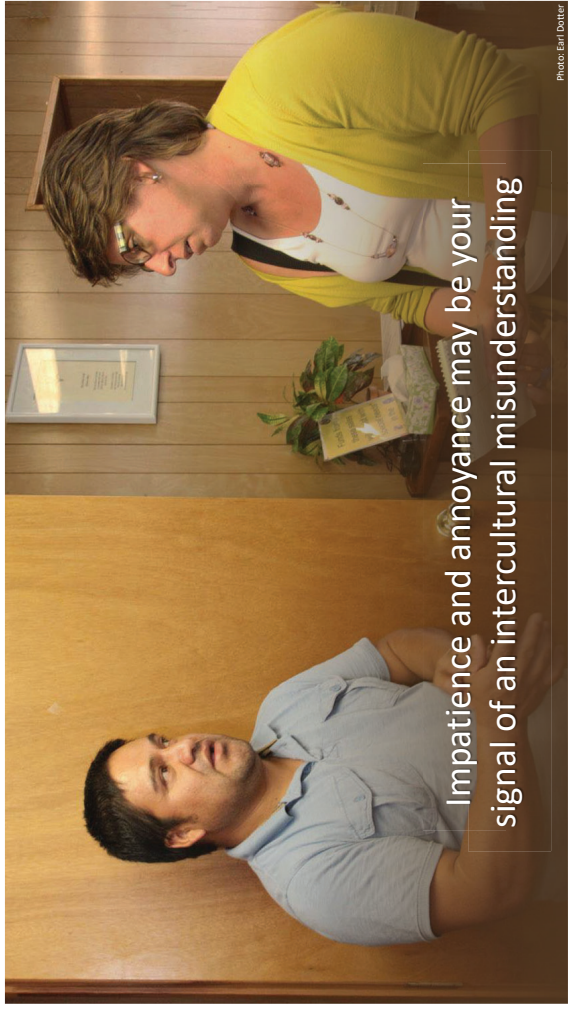


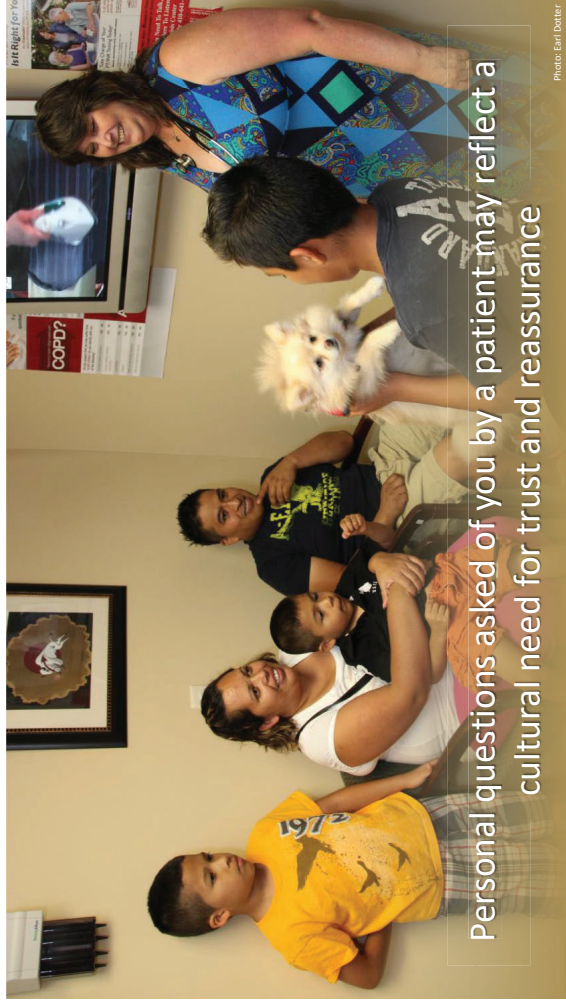
Translation and Interpretation





Encounters in Context

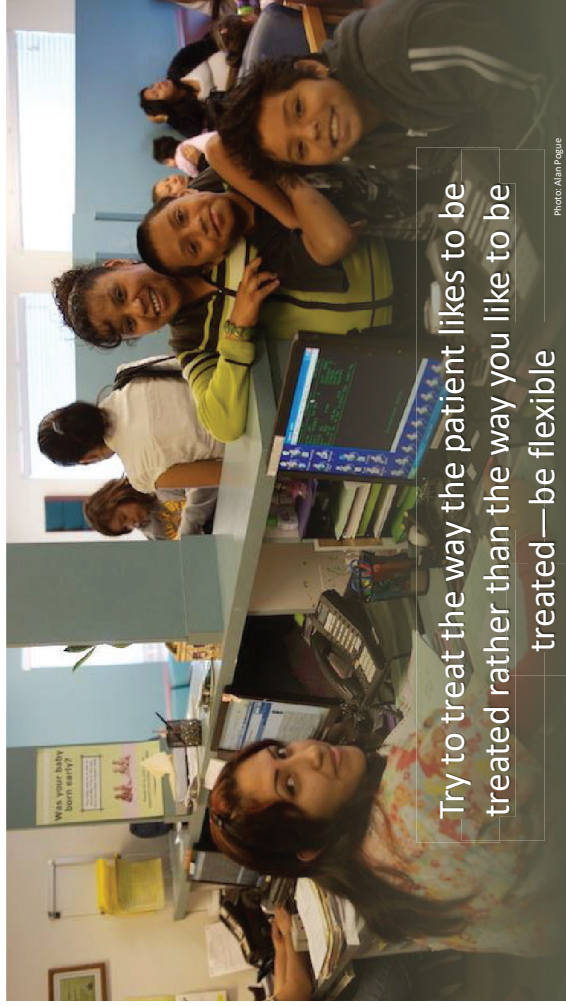




Personal questions asked of you by a patient may reflect a cultural need for trust and reassurance



Hesitation may indicate you've hit a cultural wall...



If patients repeat your instructions in exact form, there is a likelihood they do not understand. Rephrase and ask them to restate.



Language

Use professional medical interpreters whenever possible
or:

- ✓ Bilingual trained staff
- ✓ Language line
- ✓ A former patient from community
- ✓ Other unrelated bilingual individual (only in emergencies)



Interpretation Dos

- ✓ Have interpreter sit beside and slightly behind patient
- ✓ Establish "ground rules" with interpreter before patient interview
- ✓ Speak directly to the patient not to the interpreter
- ✓ LISTEN to patient
- ✓ Pay close attention to "body language"



Photo: Ed Zurowaste

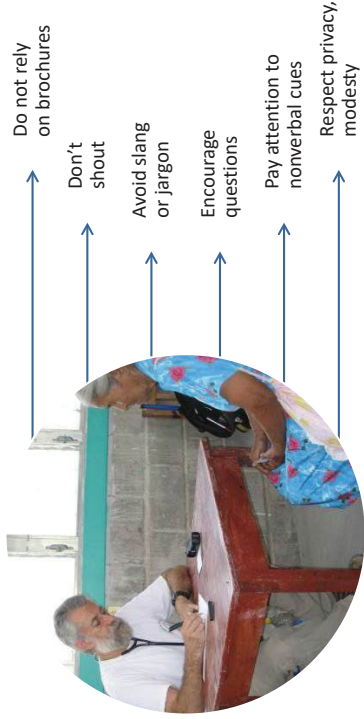
Interpretation Don'ts

- ✓ Do not use family, especially children!
- ✓ Do not use an unqualified interpreter.
- ✓ Do not speak directly to the interpreter or phone.
- ✓ Do not ignore cultural differences (i.e. some cultures do not appreciate looking you in the eye).



Photo: Ed Zuraweste

Communication Skills



- Do not rely on brochures
- Don't shout
- Avoid slang or jargon
- Encourage questions
- Pay attention to nonverbal cues
- Respect privacy, modesty

Photo: Candace Kugel

First Encounter with a TB Patient

Spend as much time as possible during first nursing, physician encounter

Establish caring, open relationship

Explain TB in simple terms to make sure patient understands

What does Dx TB mean to you?

Have you known anyone with TB?

What treatment have you already tried/from whom?

How is TB treated in your home country?

What is your greatest concern?

Follow-up encounters

- ✓ How do you feel about someone coming to your home or work for DOTS?
- ✓ Do you plan to move before treatment completion?
- ✓ What problems or issues might prevent you from completing your treatment?

Photo: Ed Zurewskie



Other Considerations...

- ✓ Providers are not able to understand all cultural aspects of TB patients from very large global pool
- ✓ Be open-minded and non-judgmental
- ✓ Ask questions and respond with empathy.
- ✓ Make adjustments to protocols when necessary without compromising treatment outcomes



Photo: Ed Zurovetsky

Team may need to be enlarged to include:

- ✓ Interpreters
- ✓ Community health workers
- ✓ (*Promotoras*)
- ✓ Spiritual leaders
- ✓ Non-traditional healers



Educational Materials

- *Cultural Competency and Tuberculosis Care: A Guide for Self-Study and Self-Assessment*
- *TB & Cultural Competency: Notes from the Field (newsletters)*
 - <http://www.undh.edu/global/tb/products/newsletter.htm>
- CDC ethnographic guides – Mexican, Vietnamese, Hmong, & Chinese
 - <http://www.cdc.gov/tb/publications/guides/cookbook/EthnographicGuides/default.htm>
- Southeastern National TB Center – cultural snapshots.
 - 31 country guides (<http://snct.medicine.uiowa.edu/products.aspx>)

Multimedia Resources

- Virginia Dept of Health Division of TB Control
 - Web video and mobile video on 7 different topics
 - <http://www.healthroadsmedia.org/topics/tuberculosis.htm>
- Minnesota Department of Health – Refugee Health & TB Program
 - 20 min clip (video/DVD) TB awareness message, available in 7 different languages
 - <http://www.health.state.mn.us/divs/idepc/diseases/tb/echo.html>
 - *TB & One Man's Story* (26 min DVD in Somali)
 - <http://www.health.state.mn.us/divs/idepc/diseases/tb/videoos.html>

Interpretation Resources

- *Making the Connection: An Introduction to Interpretation Skills for TB Control, 2nd Ed*
 - http://www.currytbcenter.ucsf.edu/products/product_details.cfm?productID=EDP-09W
- International Medical Interpreters Association
 - <http://www.imiaweb.org/>
- Translation Plus
 - <http://www.translationplus.com/>



Health Network



A Care Coordination Program
for Patients Who Move
During Treatment

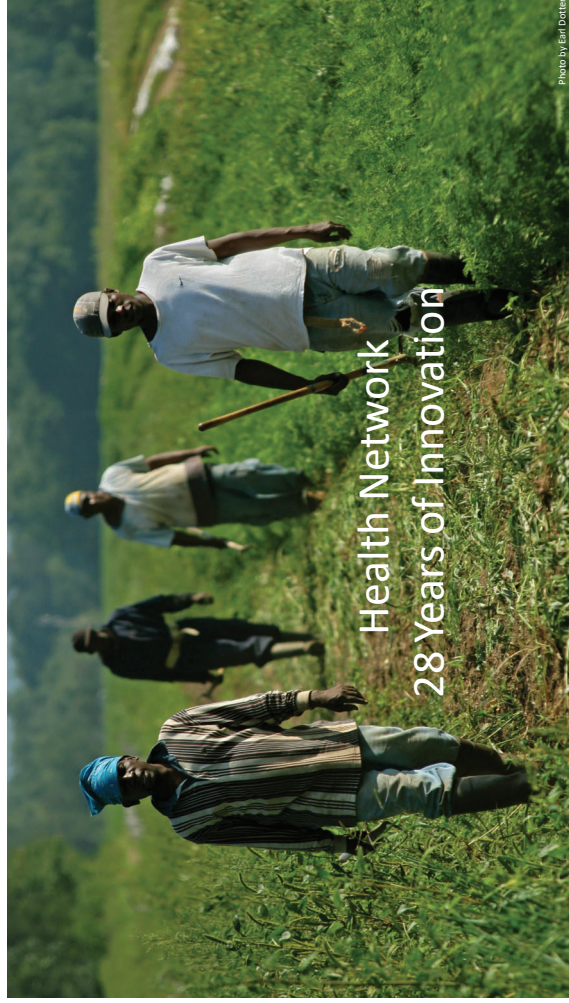


Health Network

Eliminate health
disparities due
to patient mobility

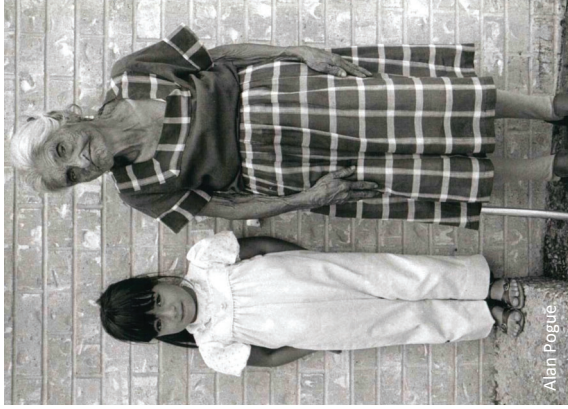


© Earl Dotter



Health Network
28 Years of Innovation

Photo by Earl Dotter



MCN's Health Network does
not discriminate on the basis
of immigration status and
will not share personal patient
information without
patient permission.

CONFIDENTIAL

- ✓ Confidentiality is critical to all MCN staff and all Health Network procedures conform to HIPPA standards
- ✓ All patients are asked to sign (or have a witness sign) a consent form before enrollment in Health Network

Forms Required for Enrollment

[illegible][illegible]

Single Point of Contact at the Health Center

ENROLLMENT IN THE MCN HEALTH NETWORK

Migrant Clinicians Network
 PO Box 104280
 Austin, Texas 78716

Business Phone: (512) 327-2027
 Confidential Fax: (512) 327-6140
 Confidential Phone: (800) 925-5205

Enrolling Clinic	Clinic phone number(s)	Clinic fax number(s)		
Email address				
Contact person at Clinic				
Security Question #1:	Parent's city of birth?	Parent's father's first name?		
Please indicate the health area(s) for which the participant is being enrolled. If the participant's health status changes, the participant's health status may be added with the participant's verbal consent.				
			☐ HIV	☐ General Health
			☐ Tuberculosis	☐ Prenatal Care
			☐ Contraception	☐ Diabetes

Michigan Children's Network
PO Box 44280
Ann Arbor, MI 48106-0280

MCN
Michigan Children's Network

Business Phone: (517) 317-3937
Confidential Fax: (517) 317-4340
Confidential Phone: (800) 525-6205

PARTICIPANT INFORMATION SHEET | MCN HEALTH NETWORK

*REQUIRED

First Name	Last Name(s)		Birth Date (Month / Day / Year)	
Mother's Maiden Name	City	State	Gender:	☐ Male ☐ Female
Place of birth:	Country	State	Married:	☐ Married ☐ Widowed
Race (Ethnicity):	☐ Black - Non-Hispanic/Latino ☐ Asian - Non-Hispanic/Latino ☐ Hispanic/Latino ☐ Indigenous	☐ Black - Non-Hispanic/Latino ☐ Asian - Non-Hispanic/Latino ☐ Indigenous	Other:	☐ Other:
Language(s) spoken:	☐ English ☐ Spanish ☐ Other:	☐ English ☐ Spanish ☐ Other:	Language you prefer to be contacted in:	☐ English ☐ Spanish ☐ Other:
Occupation(s):	☐ Farmer/worker ☐ Student ☐ Other:	☐ Farmer/worker ☐ Student ☐ Other:	Construction:	☐ Welder ☐ Carpenter ☐ Other:
Current:	☐ Farmworker Camp Housing ☐ Home	☐ Farmworker Camp Housing ☐ Home	Child care:	☐ None ☐ Noneless
Residence:	☐ ICE Detention Center ☐ Other:	☐ ICE Detention Center ☐ Other:	Jail:	☐ Yes ☐ No

CURRENT CONTACT INFORMATION FOR PARTICIPANT:		State	Zip/Country
STREET ADDRESS:	City		
Street / P.O. Box			
Is it ok if we talk to people that answer this phone about your personal health information? If you do not come off either box, or you do not bring your answer will be "no."	☐ Yes ☐ No	*INITIALS	
HOME / CELL / WORK:			

OTHER CONTACT INFORMATION FOR PARTICIPANT (Please you normally reply to):		State	Zip/Country
STREET / P.O. Box	City		
Physical Address:			
Mailing Address:			
*PHONE NUMBER (with area code)	☐ Yes ☐ No	*INITIALS	
HOME / CELL / WORK:			

ADDITIONAL CONTACT:		State	Zip/Country
STREET / P.O. Box	City		
Physical Address:			
Mailing Address:			
*PHONE NUMBER (with area code)	☐ Yes ☐ No	*INITIALS	
HOME / CELL / WORK:			

Additional Contact: When we sometimes we contact if we cannot reach you or others of the location you provided. If doing this you give MCN permission to contact family member or friend to assist you in reaching confirmed health care, which may require disclosing your health condition with this individual. You do not have to provide this additional contact information.

FIRST NAME / LAST NAME		City	State	Zip/Country
First Name	Last Name			
Is it ok if we talk to people that answer this phone about your personal health information? If you do not come off either box, or you do not bring your answer will be "no."	☐ Yes ☐ No	*INITIALS		

These enrollment resources are available:

www.migrantclinician.org/health-network/enrollment



Health Network

Le Réseau de Soins de Santé des Migrants Cliniciens

Informational Videos about Health Network

Download Enrollment Packets in English, Haitian Creole, Portuguese and Spanish

HIPAA BUSINESS ASSOCIATE AGREEMENT

THIS HIPAA BUSINESS ASSOCIATE AGREEMENT (the "Agreement") is entered into effective as of the date of execution by and between Migrant Clinicians Network ("MCN", "Business Associate", "Entity", "Covered Entity", or "Party") (collectively referred to as the "Parties").

Business associate and covered entity have a business relationship (the "Relationship" or the "Agreement") in which business associate may perform functions or activities on behalf of covered entity involving the use and/or disclosure of protected health information received from, or created or received by, the covered entity. The business associate and covered entity agree to the following terms and conditions set forth in this HIPAA Business Associate Agreement.

Definitions

CERTAIN DEFINITIONS:

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules, Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Information, Privacy, Security, and Enforcement Rules at 45 CFR 162.102, and in reference to the party to this agreement, shall mean:

Specific Definitions:

(a) Business Associate: "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR 162.102, and in reference to the party to this agreement, shall mean:

(b) Covered Entity: "Covered Entity" shall generally have the same meaning as the term "covered entity" at 45 CFR 162.102, and in reference to this party to the Agreement, shall mean:

(c) HIPAA Rules: "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR 162.102 and 164.104.

Obligations and Activities of Business Associate

Business Associate agrees to:

(a) Not use or disclose protected health information other than is permitted or required by the Agreement or as required by law.

Recap of Health Network Enrollment Criteria

1 Patient is:

- ✓ Mobile / Migrant
- ✓ Thinking of leaving area of care

2 Patient has:

- ✓ Need for clinical follow-up
- ✓ Working phone number or family member with phone number
- ✓ Signed MCN consent form
- ✓ Clinical base or enrolling clinic



Steps to Maintaining a Patient in Care

MCN's Health Network Associate:

- ✓  Contacts patients on a scheduled basis
- ✓  Contacts clinics monthly, other healthcare clinics receive updates as requested, and when treatment has completed.
- ✓  Assists patients in locating clinics for services and resources
- ✓  Reports back to the enrolling clinic and notifies them of final outcomes



The Patient's Role...

As many
phone numbers
as possible



Inform Health Network (HN)
Associates of any phone or
address changes and
contact HN staff after
arriving in a new area





Continue
treatment as
long as
indicated by
their physician

Over 15,100 total
HN enrollments



MCN's Health Network program began initially as TB NET

2,125

Treatment Recommended

(26 MDR; 65 resistant to at least one drug)
37 deceased

2,088 Followed for Active TB

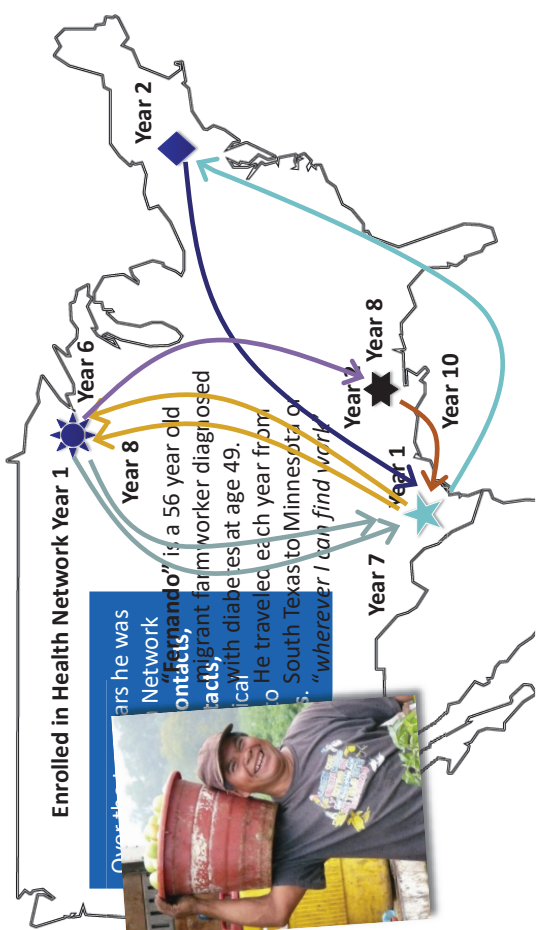
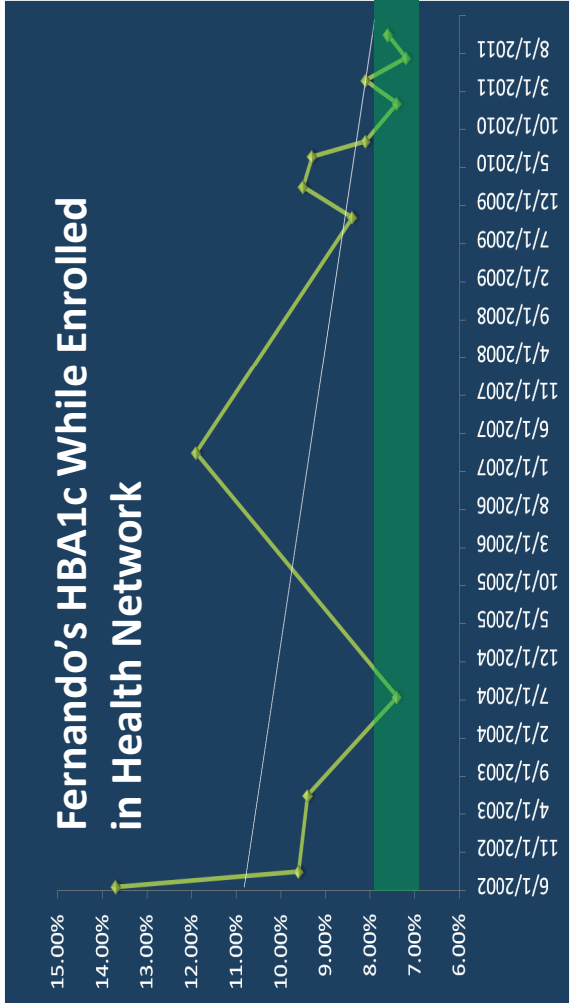
211 lost to follow up

106 refused treatment

1,771 Complete Treatment

84.8%





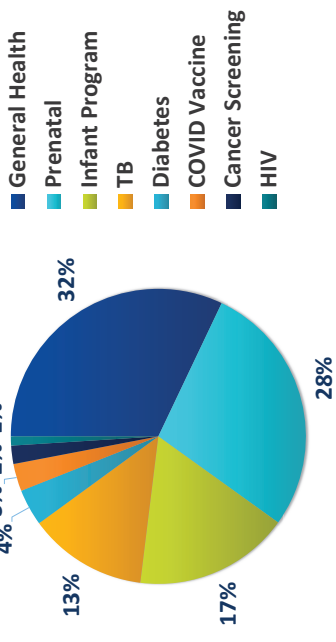


How Can MCN's Health Network Have such a high completion rate to 114 countries??

- Multilingual/multicultural case managers who use multiple communication techniques.
- MCNs' Case managers speak multiple languages (English, Spanish, Haitian Creole, French and Portuguese and use Language Line for all others)

MCN Health Network

Percent of Health Network Enrollments by Primary Diagnosis





UNICEF/ECU/2020/Arcos

What is the SCAN Program?

SCAN stands for the
Specialty Care Access Network
SCAN's primary goal is to assist
with the coordination of pediatric
patients into sub-specialty care.

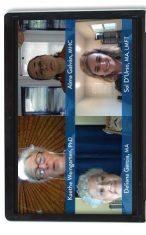
Connect with MCN!



Access our
latest resources



Get updates
from the field



Attend our
virtual trainings

and a lot more at

www.migrantclinician.org



@tweetMCN



@migrantclinician



@migrantcliniciansnetwork



Contact Us

- Health Network telephone:
800-825-8205 (U.S.)
- Health Network fax:
512-327-6140
- MCN website:
<http://www.migrantclinician.org/>

For questions when enrolling your patients, please contact Alma Colmenero
acolmenero@migrantclinician.org
(512) 579-4510

To Schedule additional trainings like the one today, please contact Theresa Lyons-Clampitt
tlvons@migrantclinician.org



Contact

Laszlo Madaras, MD, MPH, SFHM, 717-404-5250
lmadaras@migrantclinician.org