

University of Wisconsin-Milwaukee College of Nursing Institute for Urban Health Partnerships  
*Teaching Today's Students for Tomorrow's America (TTSTA)*

### **TTSTA Nurse Case Manager (NCM) & Nurse Practitioner (NP) Services**

Goal: Access & Quality

The following Nurse Services are available upon referral to the TTSTA project:

- 1) Refugee Pre-Arrival Health Screenings Document Review (for new arrivals)
- 2) New Refugee Arrival Referrals from the Volunteer Agency (VOLAG) for Refugees with iCare Badgercare or T19 coverage):
- 3) Nurse Consultations
- 4) Primary Care Services for Settled Refugees or Immigrants with iCare Badgercare or T19 coverage
- 5) Nurse Case Manager (NCM) Outreach and Case Finding

A brief protocol for each of these Nurse Services is delineated below:

#### **1) Refugee Pre-Arrival Health Screenings Document Review (for new arrivals)**

- a. Purpose: to alert VOLAG Health Coordinator and Case Managers to priority health concerns on Refugee Pre-Arrival Health Screening papers.
- b. This is an across-site care coordination service.
- c. A 2-4 hour time is block scheduled monthly/weekly or as needed for Nurse Case Manager (NCM) to meet at VOLAG with the VOLAG Health Coordinator and/or Case Managers for this review.
- d. NCM completes *VOLAG Refugee Pre-Arrival Health Screenings Document Review* form for each refugee's Document, attaches it to its related Document.
  - i. When the review is completed, the NCM shares the results with the VOLAG Health Coordinator and/or Case Managers.
  - ii. The refugees are solely VOLAG clients.
- e. Documentation
  - i. NCM documents this service in the UWM Automated Community Health Information System (ACHIS) Group Encounter database as a group 'Screening' intervention using the demographics for the group of refugees whose Document was screened during the review session.
  - ii. VOLAGs follow their respective procedures for documentation.

#### **2) New Refugee Arrival Referrals from VOLAG (for Refugees with iCare Badgercare or T19 coverage):**

- a. VOLAG Health Coordinator or Case Manager faxes the newly arrived Refugee Pre-Arrival Health Screening Document to the Nurse Case Manager (NCM).
  - i. VOLAG staff makes CSM FHC screening appointment for Refugee.
  - ii. VOLAG staff notifies NCM of the CSM FHC screening appointment time.
- b. NCM opens a UWM ACHIS MCR (Master Client Record) and reviews the Refugee Pre-Arrival Health Screening Document.
  - i. Demographic and review information is entered in ACHIS.
  - ii. Coded as Focus Area - 4:41 PP and Intervention 3:4728 with no KB, and optional S
- c. NCM meets Refugee and VOLAG staff at CSM FHC at the appointed time.
  - i. NCM explains TTSTA project, provides an overview of the U.S primary health care system, and explores choice of primary care provider with Refugee.

- ii. If Refugee chooses the UWM Silver Spring Community Nursing (SS CNC) as their primary care site, the NCM completes initial nursing assessment per the *Immigrant and Refugee Intake Guide*.
- iii. NCM schedules primary care appointment for Refugee at UWM SS CNC as needed.
- iv. When seen at UWM SS CNC the Refugee becomes part of this NCM's caseload.
  - 1. SS CNC Nurse Practitioner (NP) refers to NCM if any further health teaching or referrals, specialty care coordination or care coordination with VOLAG or iCare are needed for this Refugee.
  - 2. NCM reviews this Refugee's ACHIS client record at least every 2 months to assure care plan continuity and contacts VOLAG case manager as needed for care coordination.
  - 3. NCM, in collaboration with Refugee and VOLAG staff, assesses this Refugee's family health needs and follow up as needed.
- v. If Refugee chooses another primary care clinic, the NCM will follow up with any identified concerns from the initial nursing assessment or refer to the TTSTA Health Manager for follow-up on establishment of primary care services

### **3) Nurse Consultations**

- a. Purpose: To provide professional health and nursing information and expert nurse consultations for VOLAG case management and staff development.
- b. This is a TTSTA interprofessional collaborative practice (IPCP) service for VOLAG clients.
- c. Nurse consultations can occur:
  - i. Formally, through scheduled meetings or phone calls/Skypes; or
  - ii. Informally, during TTSTA team meetings or other activities.
- d. These consultations are recorded internally for purposes of grant reporting of IPCP activities.

### **4) SS CNC Primary Care Services for Settled Refugees or Immigrants with iCare Badgercare or T19 coverage**

- a. Purpose: To improve access to Immigrant and Refugee sensitive primary health care.
- b. VOLAG staff calls SS CNC to schedule primary care appointments as needed.
  - i. SS CNC Receptionist calls VOLAG to report all no shows for appointments.
- c. SS CNC NP refers to NCM for identified client needs.
- d. UWM ACHIS MCR is opened for primary care and NCM services documentation.

### **5) Nurse Case Manager (NCM) Outreach and Case Finding**

- a. Purpose: To provide information about the TTSTA project to VOLAG Immigrant and Refugee clients.
- b. This is a TTSTA interprofessional collaborative practice (IPCP) service for VOLAG clients.
- c. Outreach: NCM accompanies VOLAG staff for a designated block of time on their routine client follow-up visits and speaks to clients about the TTSTA project and UWM SS CNC primary care services.
  - i. NCMs document this activity in the UWM ACHIS Group Encounter database as a group 'Outreach' intervention using the demographics for the group of Immigrants and Refugees who were visited during the session.
- d. Case Finding: During the course of the Outreach session, the NCM may observe or hear something the client shares that triggers a concern that needs further health assessment and possible referral for health care. The NCM then performs a focused nursing assessment and makes recommendations to the client and/or VOLAG staff based on these findings.
  - i. NCMs open an UWM ACHIS MCR to document this 1:1 client encounter.
  - ii. The specific concerns/problems address are coded along with any referrals.
  - iii. The NCM provides ecological nurse case management services for up to six-months as needed.

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