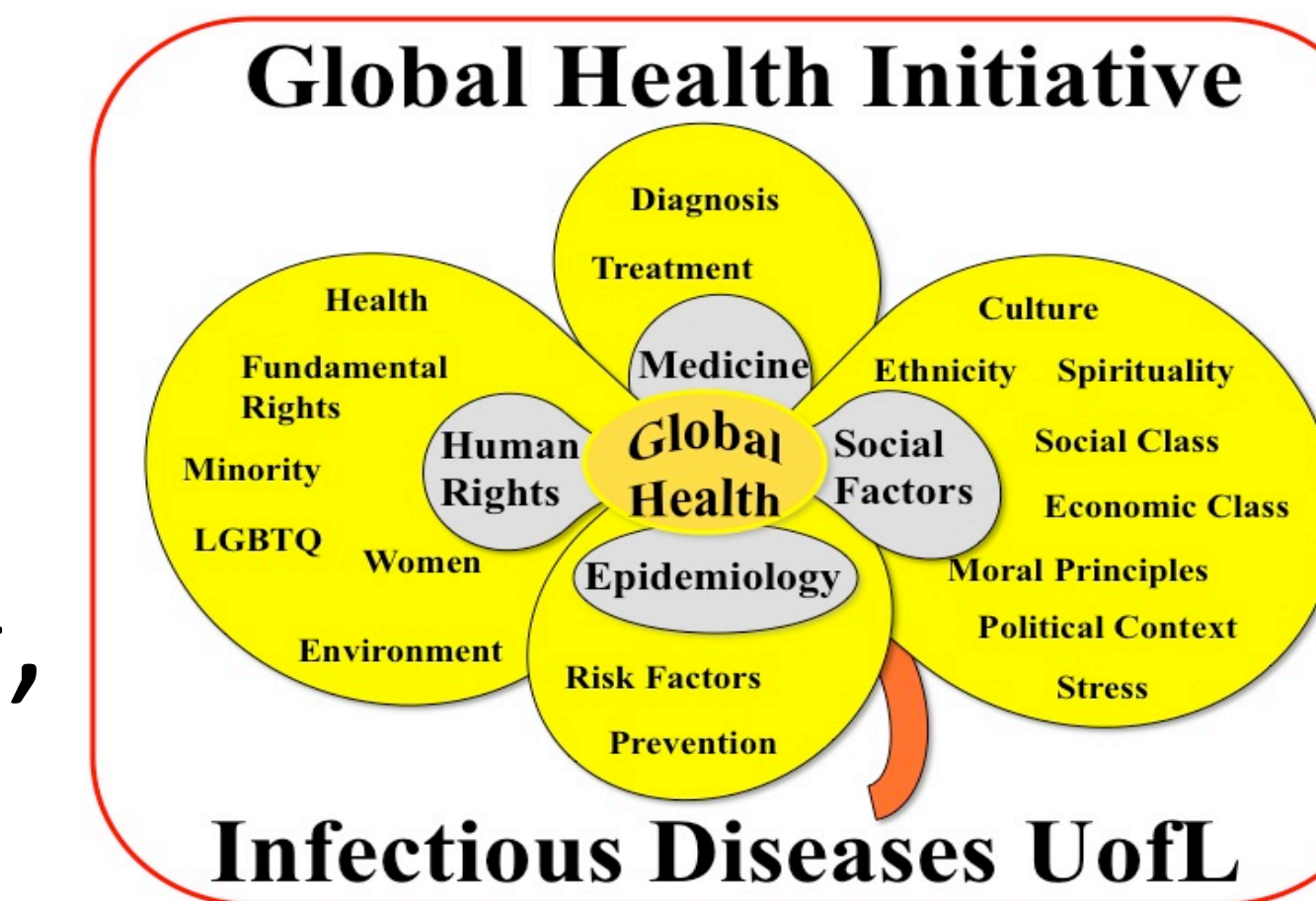


# Global Health Initiative: Satisfaction Among Spanish and Arabic Speaking Refugees Receiving Immunization in the University of Louisville Refugee Immunization Clinic

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## ABSTRACT

There are approximately 70,000 refugees resettling in United States every year with approximately 2,500 of them resettling in Kentucky<sup>1</sup>. Since 2012, University of Louisville Refugee Clinic has provided vaccines to more than 3500 refugees as part of the Global Health Initiative. It is important to spend time understanding their level of satisfaction with the process and barriers that may be present, preventing them from receiving the necessary vaccines. The objective of this study is to evaluate the perception of services of the refugees concerning care provided in the University of Louisville Refugee Immunization Clinic (UL-RIC). A survey was developed by interviewing refugees, developing, then administering a survey to a larger group during the University of Louisville Refugee Immunization Clinic (UL-RIC). Analysis was done using SPSS. 61 refugees completed surveys during four clinic days for an estimated response rate of 25%. 49/61 (80%) were Spanish speaking refugees and 12/61 (20%) were Arabic speaking. Both groups indicated that they felt safe during vaccination (100% and 100%, respectively) and that the process was explained to them (96% and 92%, respectively). However, only 83% of the Arabic respondents indicated that they were satisfied with the services compared with 100% of the Spanish speaking respondents. This study indicates satisfaction with care was high among Spanish speaking refugees, but not so for Arabic speakers. Prior experiences with immunization, cultural differences, and fewer on-site interpreters for Arabic speaking refugees may play a role in dissatisfaction.

## INTRODUCTION

- The Global Health Initiative currently includes immunization provided to refugees as part of their resettlement in Louisville.
- Since the fall of 2012, more than 10,000 doses of vaccine have been provided to more than 3500 refugees in the UL Refugee Immunization Clinic.
- The current rate of completion for age-appropriate vaccine plans is approximately 85%.
- Although some refugees are lost to follow up due to relocation, the goal of the Refugee Immunization Clinic is 100% completion of individualized immunization plans for all eligible refugees.
- Each refugee may receive multiple vaccines that are age appropriate and that means they may need to return to the vaccine clinic several times.
- To retain them in care, it is important that time is spent understanding their level of satisfaction with the process and barriers that may prevent them from receiving the necessary vaccines and completing their immunization plan.

## OBJECTIVES

The aim of this project was to evaluate the perception of services of the refugees concerning care provided in the University of Louisville Refugee Immunization Clinic.

## MATERIALS AND METHODS

The project involved the following steps:

- Interview refugees to gather information regarding their immunization experience.
- Use that information to develop a survey to determine level of satisfaction of Spanish and Arabic speaking refugees receiving vaccines provided by the UofL Refugee immunization Clinic (Image 1).
- Pilot test the survey.
- Translate the survey into Spanish and Arabic; 5) administer the survey to refugees; and 6) analyze the survey data.

**Vaccinations**

In order to provide you with the best services, we want to know how we are doing and how we can improve our services. Please provide us with information about our services by answering the following questions:

Country of Origin: \_\_\_\_\_

Gender:  Male  Female

Age: \_\_\_\_\_

	Yes	No	I don't know or Not applicable
I knew I would be receiving vaccination shots before I came to this clinic			
The processes for receiving the vaccination shots were explained to me			
I had my questions answered about the vaccine shots before the staff gave the vaccine shots to me			
I felt safe when staff were giving me the vaccine shots			
Staff explained the vaccine shots to me before they gave them to me			
Staff explained when I was to return for more vaccine shots			
I returned for vaccine shots when I was supposed to			

Image 1. One Page of the Survey

## MATERIALS AND METHODS

The surveys were translated into Spanish and Arabic to obtain feedback from the two largest groups of refugees. Analysis was done using SPSS and Microsoft Excel. Surveys were administered at vaccine clinics during July and August 2014. (Image 2)



Image 2. Survey Process

## RESULTS

Table 1.  
Perception of Immunization Services Among Spanish and Arabic Speaking Refugees

	Spanish Speaking n=49	Arabic Speaking n=12
Knowledge of receiving vaccinations before arrival to the UL Refugee Immunization Clinic	45 (92%)	11 (92%)
Felt safe during vaccinations	49 (100%)	12 (100%)
Processes for receiving the vaccination shots were explained	47 (96%)	11 (92%)
Returned for vaccine shots at the designated time	46 (94%)	10 (83%)
Satisfied with UofL Refugee Immunization Clinic services	49 (100%)	10 (83%)

## RESULTS

Both the Spanish and Arabic speaking respondents indicated that they received adequate information regarding the vaccines prior to having them administered in the clinic (92% , 92%).

Both groups indicated that they felt safe during vaccination (100%, 100%) and both felt they received adequate information prior to immunization (96%, 92%).

Differences, although not statistically significant, involved satisfaction with the process (100%, 83%) and returning for follow-up vaccines at designated times (94%, 83%).

Specific reasons for satisfaction or dissatisfaction were not gathered.

## CONCLUSIONS

- Satisfaction with immunization services was high among Spanish speaking refugees, but not so for Arabic speakers.
- Small sample sizes impacted the results, but it points to the need to spend additional time exploring differences in values among the refugee groups.
- Prior experiences with immunization and stress demonstrated among Arabic speaking refugees may play a role in satisfaction.
- Prior experiences with immunization, cultural differences, and fewer on-site interpreters for Arabic speaking refugees may play a role in dissatisfaction.

## REFERENCES

1. Department of State. Refugee Admission Reports. 2014. Available at <http://www.wrapsnet.org/Reports/AdmissionsArrivals/tabid/211/Default.aspx>