

## Widening The Frame in Healthcare: Centering the the Voices of of Refugee and Newcomer Communities



PRESENTER:

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### BACKGROUND:

-British Columbia has the second largest migrant population in Canada (New to BC, 2018).

-Almost half of health sciences students reported that they lacked the skills and competency to work with this population (Anwar, 2019).

-This study explored the immigrant and refugee experience with the healthcare system and their expectations of health professionals.

### METHODS

-Participants recruited through community partners

-Conducted focus groups and interviews with newcomers and refugees though Zoom

-Thematic analysis used to analyze the transcripts

Participant Inclusion Criteria	
Born outside of Canada	Lived in Canada for at least 1 year
Able to converse in English	At least 18 years of age

### RESULTS

Theme I: Lack of Health-Related Information
Theme II: Cultural, Language, and Communication Barriers
Theme III: Improving Experiences with Healthcare Providers
Theme IV: Advancing Education for Future Healthcare Providers

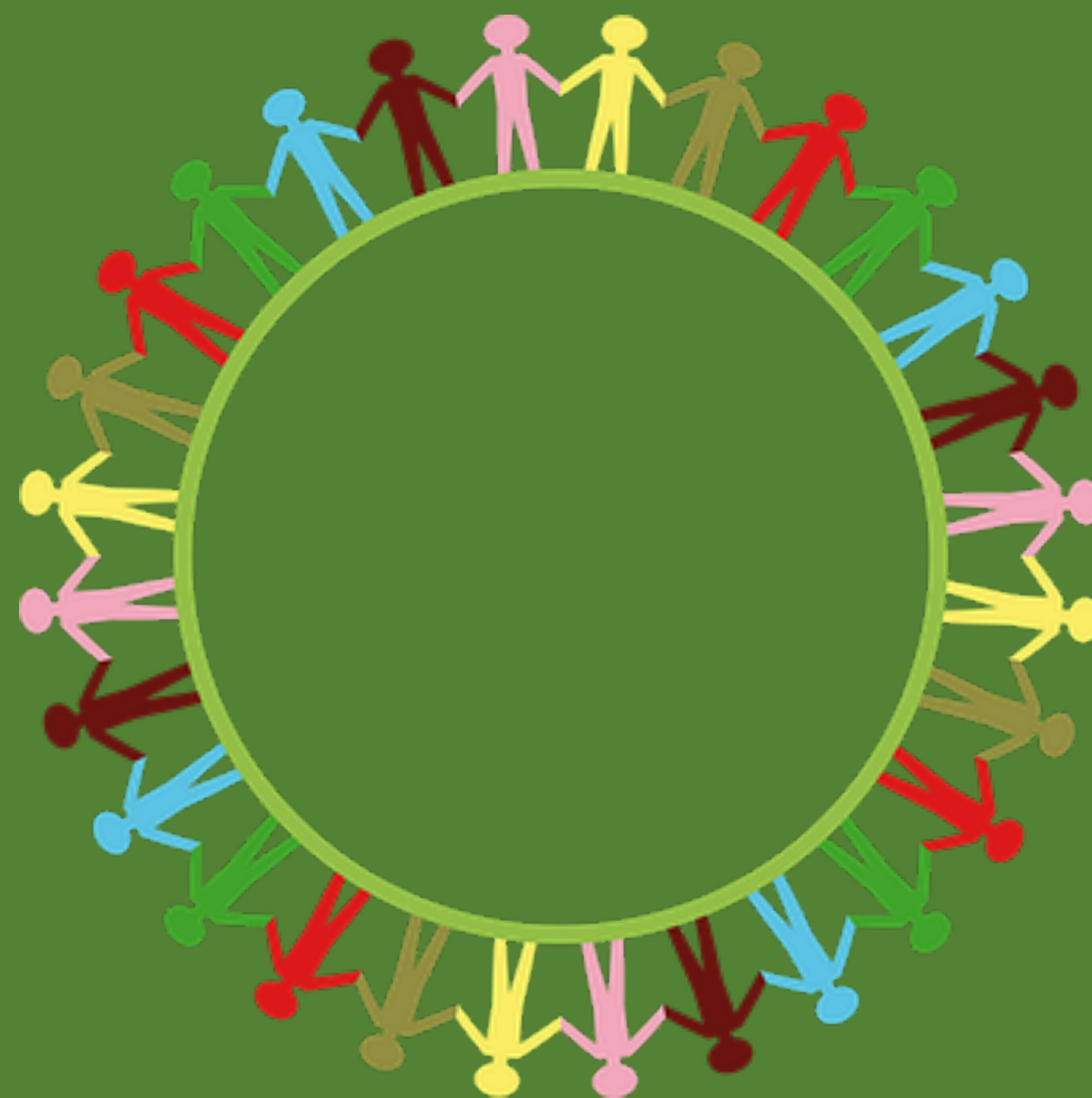
### DISCUSSION

-Strategies need to be developed for informing immigrants about the healthcare system, especially primary healthcare services

-Healthcare providers should be aware of a patient's culture and background

-Cultural competency training should offer in-depth exploration of healthcare providers' biases and values.

# Future healthcare providers need to be adequately trained in immigrant and refugee health through post-secondary curriculum and hands-on experiences.



### COMMUNITY-ENGAGED RESEARCH (CER)

-A CER approach created space for community members, community organization, and researchers s to work collaboratively  
-Participants became Community Member Research Partners to provide their input

### COMMUNITY PARTNERS

-SFU World University Services of Canada (WUSC)  
-SFU TD Community Engagement Centre  
-SFU Radius

### CONCLUSION

-Future healthcare providers should learn about the cultural diversity of Canadian populations, obtain hands-on experience by engaging with local immigrant communities, and bring the immigrant community into the learning process

-Health sciences programs should incorporate newcomer and refugee health into their curriculum through courses, workshops, seminars, field schools and prepare their current students for culturally relevant and adequate care

### REFERENCES

Anwar, B. (2019). Exploring the Perspectives of Health Sciences Students Regarding Refugee and Newcomer Health Needs. 1-32.

New to BC (2018). Immigrant Demographics Vancouver B.C. Retrieved January 3, 2021, from <https://newtobc.ca/wp-content/uploads/2013/07/Vancouver-Immigrant-Demographic-Profile-2018.pdf>

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