

Mission

• To create a **sustainable and equitable system** of refugee health care in the Philadelphia region that ensures a consistently **high standard of care** for all newly arrived refugees and supports their **long-term health and resettlement**

Vision

• Philadelphia is a model for the **continuum of refugee care**, promoting health-related **clarity, comfort and dignity** over time and across refugee populations

Priorities

- Health Care for Refugees and Families
- Sustainable Care Infrastructure
- Refugee Self-Sufficiency
- Collaborative Teamwork

Goals

Timely access to quality health care for refugees resettled in the Philadelphia area, utilizing a **network of providers ready** to effectively address complex health needs

PRHC capacity to lead, adapt and respond to changing refugee health landscapes

Improvement in **health outcomes** among refugee communities

Strategies

Partnership and Training

SHORT-TERM

- Continue to facilitate the establishment of additional specialized refugee health clinics/care sites (e.g., dental care, pharmacy, occupational therapy, etc.), with attention to all regions of Philadelphia
- Regularly engage the refugee care network in trainings and discussions
- Maintain commitment to partner with The Philadelphia Refugee Mental Health Collaborative and other local refugee serving entities sharing common goals
- Endorse a PRHC members memorandum of understanding related to fund-seeking approaches and shared recognition

MID-TERM

- Grow opportunities for refugee contributions to and participation in PHRC work
- Support a refugee health fellowship
- Collaborate with community organizations, community leaders and student groups to implement refugee related education trainings

LONG-TERM

- Update PRHC infrastructure to best support members and network provider

Care Facilitation

SHORT-TERM

- Continue to provide coordinated community health education and outreach
- Mitigate flow-related health screening delays
- Launch shared leadership work groups focused on specific refugee groups (e.g., women, older refugees) and to address key challenges

MID-TERM

- Maximize work groups efforts by expanding on specific successes
- Support implementation of care coordination volunteers and online resources to support refugee health over time

LONG-TERM

- Address gaps within the continuum of care for refugees throughout Philadelphia

Best Practice Contribution and Use

SHORT-TERM

Develop recommendations for improvement of language services for PRHC member and partner agencies
Identify a structure for sharing best practice information and related resources
Prepare for Affordable Care Act implications and take on a leadership role throughout related transitions

MID-TERM

Maintain dynamic resource sharing model that is responsive to changing health care, legal and refugee-influx landscapes
Conduct joint presentations at national conferences and seek out sharing opportunities

LONG-TERM

Publish PRHC lessons learned and best practices

Access focused Advocacy

SHORT-TERM

Approach potential funders/partners to increase PRHC advocacy capacity
Support advocacy training for PHRC members

MID-TERM

Maximize PRHC's voice for refugee health as an advantage of being an independent group
Develop recommendations for dedicated refugee focused benefits counseling

LONG-TERM

Disseminate refugee health-related calls-to-action

Collective Impact Measurement

SHORT-TERM

Establish minimum data set of refugee health and resettlement measures to collect across PRHC membership
Identify network strengths and opportunities for improvement
Document member rationale and motivation for involvement in PRHC
Record and recognize PRHC accomplishments

MID-TERM

Facilitate citywide and statewide refugee health screenings communication
Use multi-agency aggregated refugee health data to inform decisions and planning efforts
Identify technical needs and modifications needed to improve core indicators collection and use

LONG-TERM

Produce data report for external audience

Key Measures of Success

- Dynamic PHRC membership and network
- 100% of newly arrived refugees receiving health orientation within 30 days
- Successfully completed work group projects
- Effective dissemination of best practice related information
- PHRC trained providers working in each Philadelphia health planning district
- Accessible, high quality collective refugee health data
- New dedicated volunteer and/or staff positions related to benefit access
- Thriving refugee communities with access to quality health care