

Episode: *Author Interview: “How Rohingya Language Educational Videos Help Improve Refugee Interprofessional Health Service Delivery in Milwaukee”*

Guest: James Lokken, PharmD, MS, MEd

Host: Tim Hoff

Transcript by: Cheryl Green

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[bright theme music]

TIM HOFF (HOST): Welcome to another episode of the Author Interview series from the *American Medical Association Journal of Ethics*. I'm your host, Tim Hoff. This series provides an alternative way to access the interesting and important work being done by Journal contributors each month. Joining me on this episode is Dr James Lokken, an associate professor of pharmacy practice at Concordia University of Wisconsin School of Pharmacy in Mequon, where he is also co-director of the Underserved Pathway Program. He's here to discuss his article, coauthored with Drs Thong Lee, Emily Mauer, Christopher Wagner, James Sanders, and Michael Oldani, *How Rohingya Language Educational Videos Help Improve Refugee Interprofessional Health Service Delivery in Milwaukee*, in the May 2023 issue of the Journal, [Interprofessional Education and Innovation](#). Dr Lokken, thank you so much for being on the podcast. [music fades]

DR JAMES LOKKEN: Thanks so much, Tim. Happy to be here.

HOFF: To begin with, what's the main ethics point that you and your coauthors are making in this article?

LOKKEN: I think what we really wanted to highlight is that we have an ethical and moral obligation as health care professionals to care for the most vulnerable of our community, and that is in the pursuit of health equity. In this case, refugees, and in particular Rohingya, represent some of the most at risk for poor health outcomes, given their limitations with regard to a written language. So, I think in order to really help vulnerable people, we have to get to know our patients in our community, and we have to do that to the best of our ability. So, we outline here one small way we were able to do that in sort of a focused ethnography. With that, we were able to find that one way we could help intervene would just be to record these videos to help move the needle a little bit in the right direction.

HOFF: And what do you see as the most important thing for health professions students and trainees to take from your article?

LOKKEN: I think I want to make them aware of the importance of developing these community partnerships that really were vital to be able to help Rohingya refugees in this way. And also, that it takes a lot of patience to build these relationships. So, I think students and trainees have to have patience when going into these endeavors, and they have to have the right expectations and just appreciate these opportunities for what they are. So, students may not always feel like the interventions they make are very profound when they volunteer in these settings, but I want them to realize that every little thing they do is meaningful and helps, again, push us more towards health equity. They can learn so much when they prioritize, amongst all their other responsibilities, engaging in these interactions. And I just want them to recognize the profound

potential that these experiences have right now in their training and then in the future as practitioners.

HOFF: And finally, if you could add a point to this article that you didn't have the time or space to fully explore, what would that be?

LOKKEN: Yeah, I think we could've expanded upon and had a more in-depth debrief with students in particular to have them describe how this experience has impacted their training and their lives. So, I think one thing would've been really interesting would've been to maybe go into more in-depth with the Rohingya and their experiences with this, with these videos, and then maybe pair that with, again, the trainees and the experiences they had, so we could've more highly defined and outlined what the potential benefits and outcomes were from this experience. [theme music returns]

HOFF: Dr Lokken, thank you so much for your time on the podcast today and for your and your coauthors' contribution to the Journal this month.

LOKKEN: Thanks so much, Tim. I appreciate your time.

HOFF: To read the full article as well as the rest of this month's issue for free, visit our site, JournalOfEthics.org. We'll be back soon with more *Ethics Talk* from the *American Medical Association Journal of Ethics*.