REFUGEE HEALTH SERVICES AT THE MATER

BY MATER REFUGEE HEALTH TEAM
Acknowledgement:

Mater respectfully acknowledges the traditional custodians of this land at Mater Hill—the Jagera and the Turrbal people. We acknowledge and pay respects to all Aboriginal and Torres Strait Islander Australians, and to Elders—past, present and emerging—for their enduring connection to the land, waters and community.
Outline

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➢ MRH model of delivery
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➢ MRH partnerships
➢ The whole picture
➢ Meet the team
MATER HOSPITAL AND ITS MISSION
MATER HOSPITAL AND ITS MISSION

Our Logo

- **Mater Health** – is turquoise blue symbolizing sincerity, trust, healing and spirituality.
- **Mater Education** – is green symbolizing new beginnings, growth, renewal and energy.
- **Mater Research** – is purple and symbolizes sophistication, nobility, creativity and knowledge.
- **Mater Foundation** – is orange and symbolizes motivation, optimism, friendliness and confidence.
MATER HOSPITAL AND ITS MISSION

Our Mission

❖ We are our mission
❖ Since 1831
❖ Our main purpose was, is, and will always be to respond to the unmet community health needs
❖ “Compassionate care through empathy”

Sister Mary Angela Doyle
MATER HOSPITAL AND ITS MISSION

Our Vision and Values

❑ Vision: “Empowering people to live better lives through improved health and wellbeing”

❑ Values:
  ❖ Mercy: the spirit of responding to one another
  ❖ Dignity: the spirit of humanity, respecting the worth of each person
  ❖ Care: the spirit of compassion
  ❖ Commitment: the spirit of integrity
  ❖ Quality: the spirit of professionalism
MRH WITHIN THE HEALTH SYSTEM
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CAIRNS
Refugee Health Service: Cairns Community Child Health

TOWNSVILLE
Refugee Health Service: Northern Australia Primary Health Ltd, Refugee Health Nurse (subcontract arrangement with Townsville HHS)

DARLING DOWNS & WEST MORETON
Refugee Health Service: Kobi House at Toowoomba Hospital

BRISBANE
Refugee Health Service: Mater Integrated Refugee Health Service co-located in GP Practices with support from Refugee Health Connect

LOGAN, IPSWICH & GOLD COAST
Refugee Health Service: Metro South Refugee Health Service at Logan Central Community Health Centre
MRH WITHIN MATER HIERARCHY
MRH WITHIN MATER HIERARCHY
MRH MAIN SERVICES
Refugee Health Connect (RHC)

- A partnership between Brisbane South PHN, Brisbane North PHN, Mater Health Services, and Metro South Hospital and Health Service

- **One point contact** for all aspects of refugee health

- Operates in Brisbane South and Brisbane North

- Assists Primary Health Care to ensure delivering timely and appropriate care to new arrivals by providing:
  - Professional education support
  - Cultural awareness training
Mater Refugee Complex Care Clinic (MRCCC)

- A Mater Mission driven initiative
- Established in 2002
- Sees refugees and asylum seekers (w/wo Medicare) with complex health needs
- Has many GPs and Refugee Health Nurses
- Has many specialized clinics (paediatric, psychiatric & cardiovascular)
Refugee Health Advisory Group (G11)

- (11) community representative and health development consultants
- From: South Sudan, Eritrea, Burundi, Iraq, Rwanda, Somalia, Syria, Liberia, Afghanistan, Burma
- the voice of the community
- Participate in research, facilitates training and educational events
- Help in developing health literacy resources
Mater Integrated Refugee Health Services (MIRHS)

- **Aims to**: “deliver accessible, quality and timely health care to new refugee arrivals, whilst easing the burden on emergency health care services for new humanitarian arrivals”

- Works closely with Primary Care Practices to deliver a Comprehensive Health Assessment (CHA) in collaboration with a General Practitioners

- CHA includes: catch up immunisation, mental health assessment, psycho-social history, pathology and coordination of referrals and complex care provision

- The service is delivered in general practices where the majority have Working Together Agreements (WTA) with Mater

- MIRHS nurses work in close collaboration with GPs, practice nurses, practice support staff, Primary Health Networks, refugee community groups, settlement support services and mental health services to deliver flexible and responsive health care
MRH DELIVERY MODEL
Refugee Health and Wellbeing

- A three year policy and action plan from 2017 to 2020
- It articulates a shared vision and common purpose for refugee health and promotes a statewide approach to improving the health and wellbeing of refugees.

Our Vision is that:

“all refugees settling in Queensland have access to the right care, at the right time and in the right place to ensure they have the best possible health and well being”
The seven priority areas for action

1. Communicate and collaborate with colleagues
2. Establish the statewide refugee health and wellbeing network
3. Modify usual practices to meet the health and wellbeing needs of refugees
4. Use professional interpreter services
5. Engage with the community
6. Measure, collect, collate, monitor and innovate
7. Deliver evidence based quality healthcare to people from refugee backgrounds

The five principles

1. Collaboration and partnerships across sectors and agencies will extend the reach and timeliness of services and realise efficiencies.
2. Cultural responsiveness of service providers including access to language services will improve health service accessibility.
3. Consumer and community voice is central to ensuring needs are met and effective partnerships with communities are sustained.
4. Continuous improvement that reflects research and evaluation.
5. Clinical excellence will promote high quality health outcomes.
The Colocation Model

- Mater Refugee Nurses co-locate to different General Practices around Brisbane, in which suburbs there is a higher number of refugee inhabitants.

- Our Colocation is Dynamic: (based on the collaboration of different levels of health care)

- Our nurses help upskilling the General Practices to become refugee ready.
MRH DELIVERY MODEL

General Practices that signed a WTA with Mater
RHNQ AND ITS RELATION TO MRH
RHNQ AND ITS RELATION TO MRH

Refugee Health Network
Queensland

❖ Funded by Queensland Health
❖ Under the auspices of the Mater
❖ Launched in 2016

Our Vision is that:
“all refugees settling in Queensland have access to the right care, at the right time and in the right place to ensure they have the best possible health and well being”
Refugee Health Network Queensland

- A state wide network
- A network of networks
- Has regional networks for each of the main settlement areas
- Has topic-focused working groups
- Has several advisory groups
- Has an online monthly news letter
- Has many health resources translated to different languages for both professional and non-professional users
MRH PARTNERSHIPS
MRH PARTNERSHIPS

Current Partners

➢ Queensland Health
➢ GP clinics
➢ PHNs
➢ HSS
➢ Settlement services (MDA)
➢ Some specialized services (QPASTT)
➢ Potentially more partners in the future
THE WHOLE PICTURE
Refugee Health at the Mater

Our vision is that all refugees settling in Queensland have access to the right care, at the right time and in the right place to ensure they have the best possible health and wellbeing.

Refugee Health Network Queensland

- A central point of reference for refugee health matters to facilitate information sharing and partnerships across Queensland
- Support regional networks, working and advisory groups
- Provide strategic advice to State Government departments including the development of formal submissions to Government to aid policy development to affect systemic change
- Maintain communications, develop and disseminate resources to Network members
- Represent Queensland on Refugee Health Network of Australia (RHNetA)

A network of networks
To build capacity, partnerships and facilitate coordination of care across health, settlement agencies, communities, government and non-government sectors

Colocation Model
A sustainable model that puts patients in a single facility, ensuring timely access to care. Mates with other services to provide comprehensive care.

Mater Refugee Health
- A group of Clinics that provides refuge health care services to refugees and their families.

Mater Refugee Health Support Service
A refugee health support service for refugees and their families to help navigate the healthcare system.

Mater Refugee Complex Care Clinic
A clinic dedicated to providing comprehensive care for refugees with complex medical needs.

Refugee Health Partnership Advisory Group QLD (RH PAGQ)
A group of stakeholders from the community, government, and health sector to identify needs and develop a strategic response to meet the needs of refugees in Queensland and progress the Policy Action Plan.

Working and Advisory Groups
Trans-sroads working and advisory groups established to operationalise the objectives of RHNetA and support RH PAGQ.

Regional Networks
Local networks in different Qld regions that work on providing local solutions to local needs.
MEET THE TEAM
MEET THE TEAM (G11)
MEET THE TEAM (MIRHS)
MEET THE TEAM (MRCCC)
MEET THE TEAM (REFUGEE NURSES)
THANK YOU