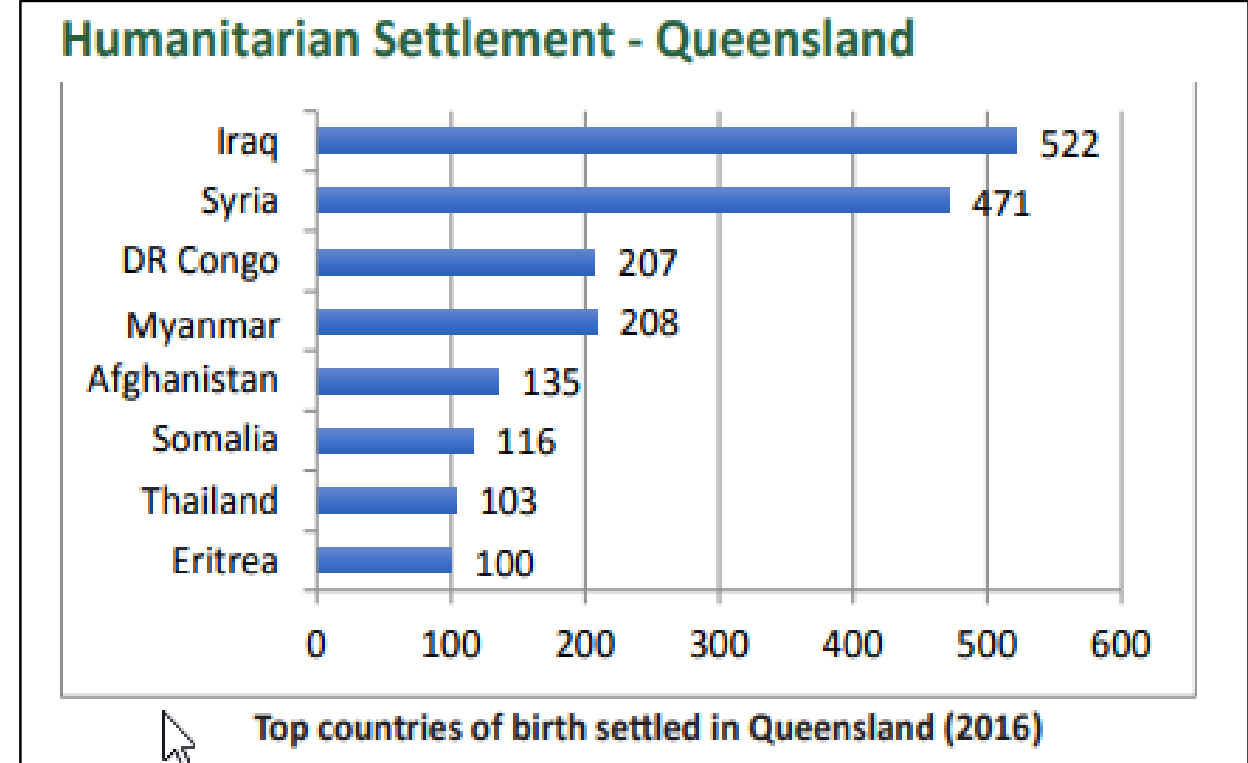
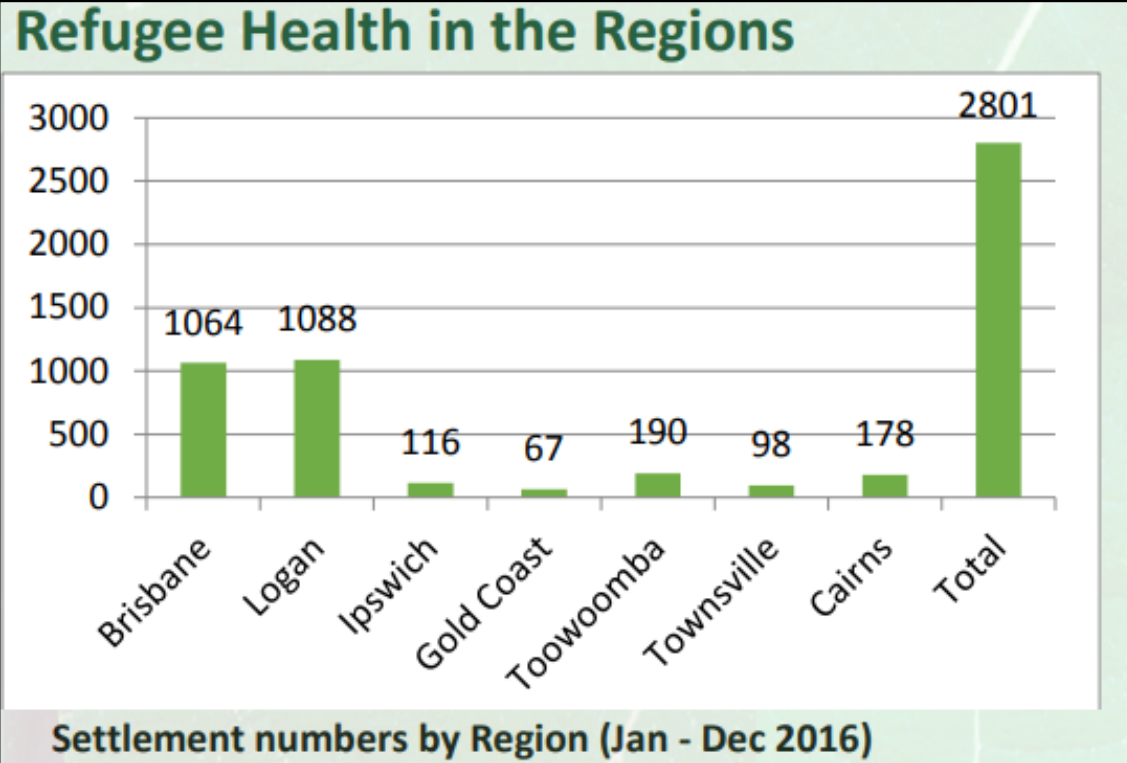


Refugee Ready Toolkit

Collaboration in Practice

Dr Margaret Kay & Nicole Gould



Barriers for refugees accessing care

- Right care
- Right place
- Right time

Health professionals unfamiliar with refugee health care

Primary care is best placed to provide health care but needs support



Complex Intervention

Refugee Ready Toolkit

Developed through collaborative partnership

- Brisbane South PHN
- Brisbane North PHN
- Mater Health Services
- Metro South Hospital and Health Service

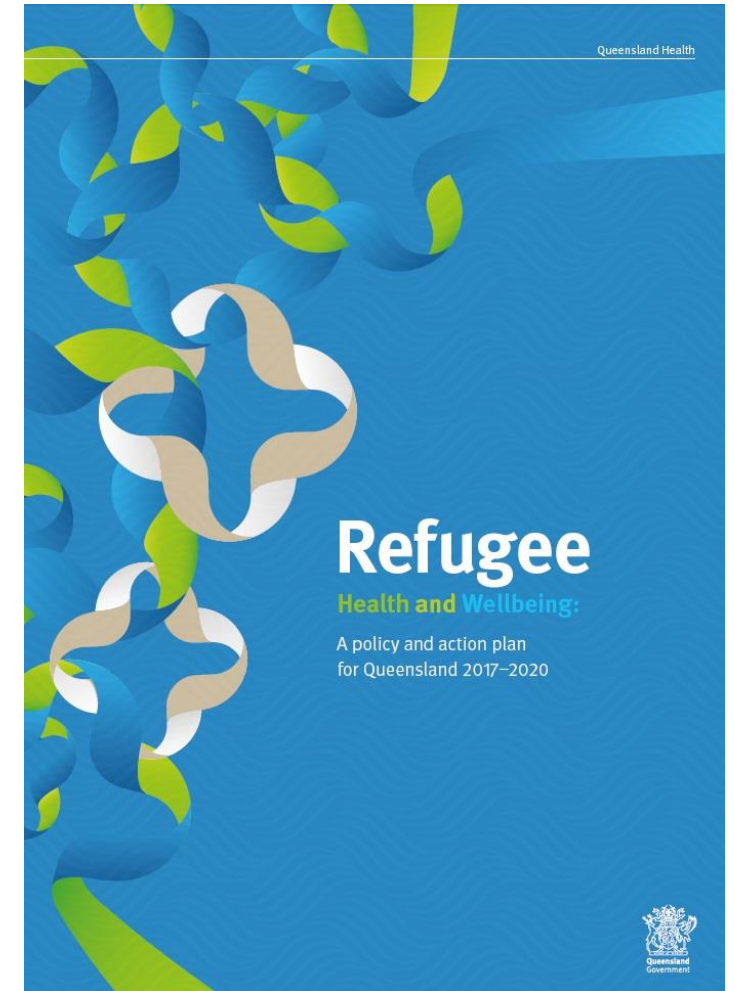
Enabled by:

- Refugee Health Clinical Advisory Group (RHCAG)
- Refugee Health Partnership Advisory Group Queensland (RHPAGQ)
- Refugee Health Network Queensland (RHNQ)
- Refugee Health Fellow
- Clinical Leads in Refugee Health
- Refugee Health Nurses
- G11



Queensland Multicultural Policy

Contributed to the development of the
*'Refugee Health and Wellbeing: A Policy and
Action Plan for Queensland 2017-2020'*





Conduit to effective primary care engagement

Capacity building

Clinical leads in refugee health

- Peer-to-peer education





One point of call regarding all aspects of refugee health

- 237 calls for support (September 2014 to June 2017)
- 10 calls per month

Key stakeholders

- Health professionals
 - Primary
 - Tertiary
 - Private Providers (Allied Health)
- Settlement agencies
- Community organisations
 - Schools / TAFE
 - NGOs
- Clients





Appointment linkage for health assessment

- Settlement agency
- Practices
- Refugee health nurses

Identification of key practices for upskilling in collaboration with settlement

Informs future capacity building





A one stop shop for practices

- Identifying resources

For General Practice Clinicians

- Clinical issues
 - Health assessments
 - Screening
 - Disease management
- Pathways for referral
- Immunisation
- Oral Health
- Interpreter use



REFUGEE HEALTH
NETWORK QUEENSLAND


www.refugeehealthnetworkqld.org.au




Admin

- Assistance with set up of patient file
- Billing
- Booking appointments
 - Translated appointment reminder tool (NSW Refugee Health Service)
- Booking and using an interpreter

Support with non-attendance – RHC



Resources for General Practice Administration
Working with patients from a refugee background



This resource folder was developed as part of the Mater Refugee Resource Health Development Project with the PHN Brisbane South and PHN Brisbane North. PHNs gratefully acknowledge the financial and other support from the Australian Government Department of Health. All documents can be accessed at www.materonline.org.au/refugeehealth
Last updated Feb 2017

www.refugeehealthnetworkqld.org.au



Developed for diverse health professions

- Primary care
- Hospital staff

Free

Face to face forums

- State-wide web conference
- Enables inter-professional connectedness
- Enables connectedness with communities

Becomes a resource – www.refugeehealthnetworkqld.org.au/past-education/



Variety of topics

- Hepatitis B & C
- Thalassaemia and Sickle Cell Disease
- Women's health
- Back to basics – Refugee health assessments

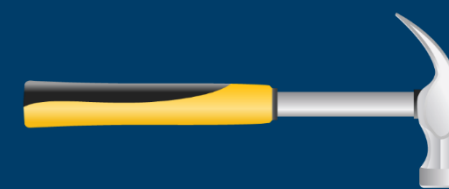
>200 attendees in 2016-17

RACGP/APNA points available

Post workshop: >90% of attendees rate their knowledge and skills on the topic as being good, very good or excellent



Refugee Ready Practice Checklist



Quick reference guide for General Practices

- Practice systems
- Interpreting
- Care coordination
- Billing
- Immunisation
- Quality & safety

Aligns with accreditation standards

Transferable across regions

Practice Checklist

Is your practice refugee health ready?

The following table aims to provide a quick-reference guide to General Practices considering or currently providing health care services to people from a refugee background. It is not an exhaustive list, but aims to serve as a tool to support health care for this vulnerable group and the development of appropriate primary care services. It will support the Practice in meeting the [RACGP Standards for General Practice](#) including 2.1.1 *Respectful and culturally appropriate care* and 1.2.3 *Interpreter and other communication services*.

	Best Practice	Description	✓
Practice Systems	Family friendly, spacious and multicultural waiting room.	<i>Large and extended families are common. Practices could source multicultural posters.</i>	
	Capacity to make appointments and to offer long consultations.	<i>Refugees may present with complex issues requiring additional time to address. Use of interpreter may lengthen consultations.</i>	
	Staff that are culturally sensitive.	<i>Practice staff are aware of how the refugee experience, cultural and religious issues can impact on health care www.refugeehealthnetworkqld.org.au/cultural-sensitivity</i>	
	Practice software that captures language, ethnicity, country of birth and need for interpreter.	<i>Develop practice protocols for capturing this information. The country the patient has travelled from may not be their country of birth. A patient's ethnicity may not be that of their country of origin or their country of birth.</i>	
	Patients receive continuity of health care provider and coordinated care within the Practice.	<i>Try to make appointments with the same health practitioner to build trust and avoid patient having to re-tell stories.</i>	
	A Practice Nurse.	<i>Nurse has multiple roles including coordinating care and follow up immunisations.</i>	
	Protected time for Practice Nurse for Refugee Health Assessments.	<i>Essential for Practice Nurse involvement in the Refugee Health Assessments www.racgp.org.au/download/Documents/PracticeSupport/apna-racgp-quality-health-assessment-info-sheet.pdf</i>	
	Patients encouraged to come early for first appointment.	<i>Completion of Practice registration forms may take more time. Consider booking interpreters 15 minutes early to assist. Ensure patient knows to come early.</i>	
	Effective appointment reminder system that considers language differences.	<i>Letters and voice phone messages can be confusing for patients with limited or no English. Using TIS to call the patient or sending text message can be more effective. Consider using the online Appointment Translation Reminder Tool www.swhd.nsw.gov.au/refugee/appointment</i>	
	Awareness of strategies to reduce non-attendance.	<i>At times patients may miss appointments due to lack of understanding of appointment reminders or conflicting commitments. Practices need to have policies to actively confirm patient appointments.</i>	

This resource was adapted by the Refugee Primary Health Care Clinical Advisory Group South-East Qld (auspiced by Brisbane South PHN) and is based on the resource developed by West Moreton-Oxley Medicare Local. Refugee Ready Checklist V3.4 – May 2017. Available online at www.refugeehealthnetworkqld.org.au/administration



Education

- Healthy Start – students
- Life skills support
- Youtube channel

G11

- Consult with communities
- Research assistance
 - peer-led
 - advice on research design
- Health professional education
- Policy work



Momentum to enable engagement with:

- Paediatrics
- Midwifery
- Cardiology
- Youth health
- Psychiatry
- Hepatology
- Infectious disease
- Allied health



Thank you
Questions?