

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

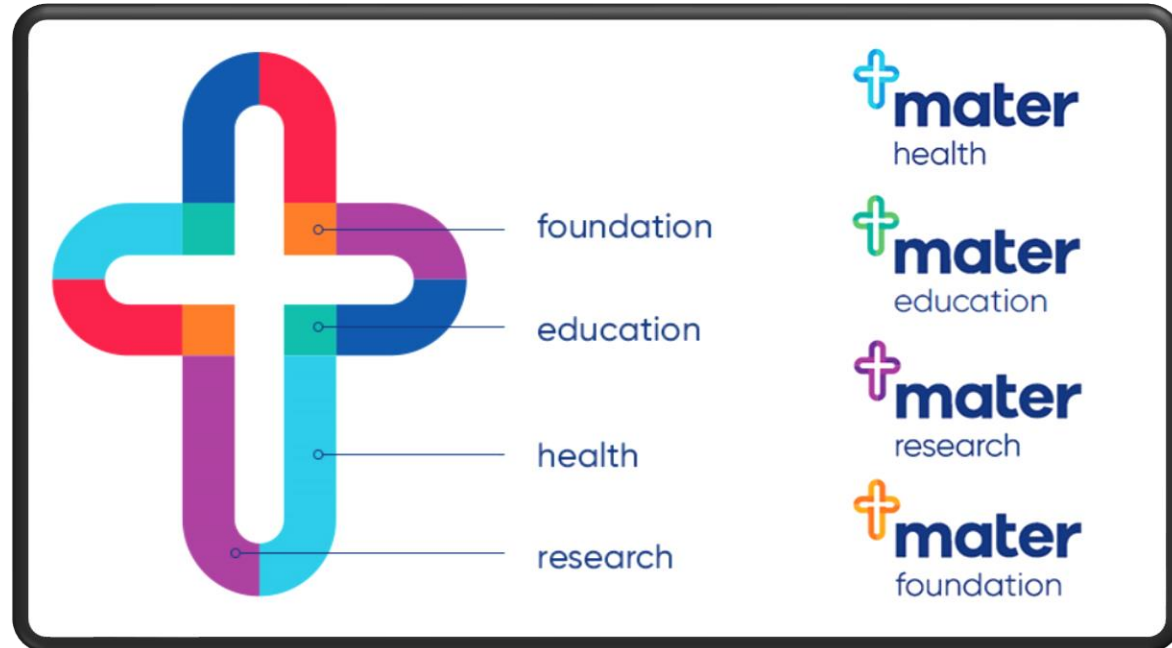
- **Mater Hospital and its mission**
- **MRH background**
- **MRH within the Health System**
- **MRH within Mater hierarchy**
- **MRH main services**
- **MRH model of delivery**
- **RHNQ and its relation to MRH**
- **MRH partnerships**
- **The whole picture**
- **Meet the team**

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.



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



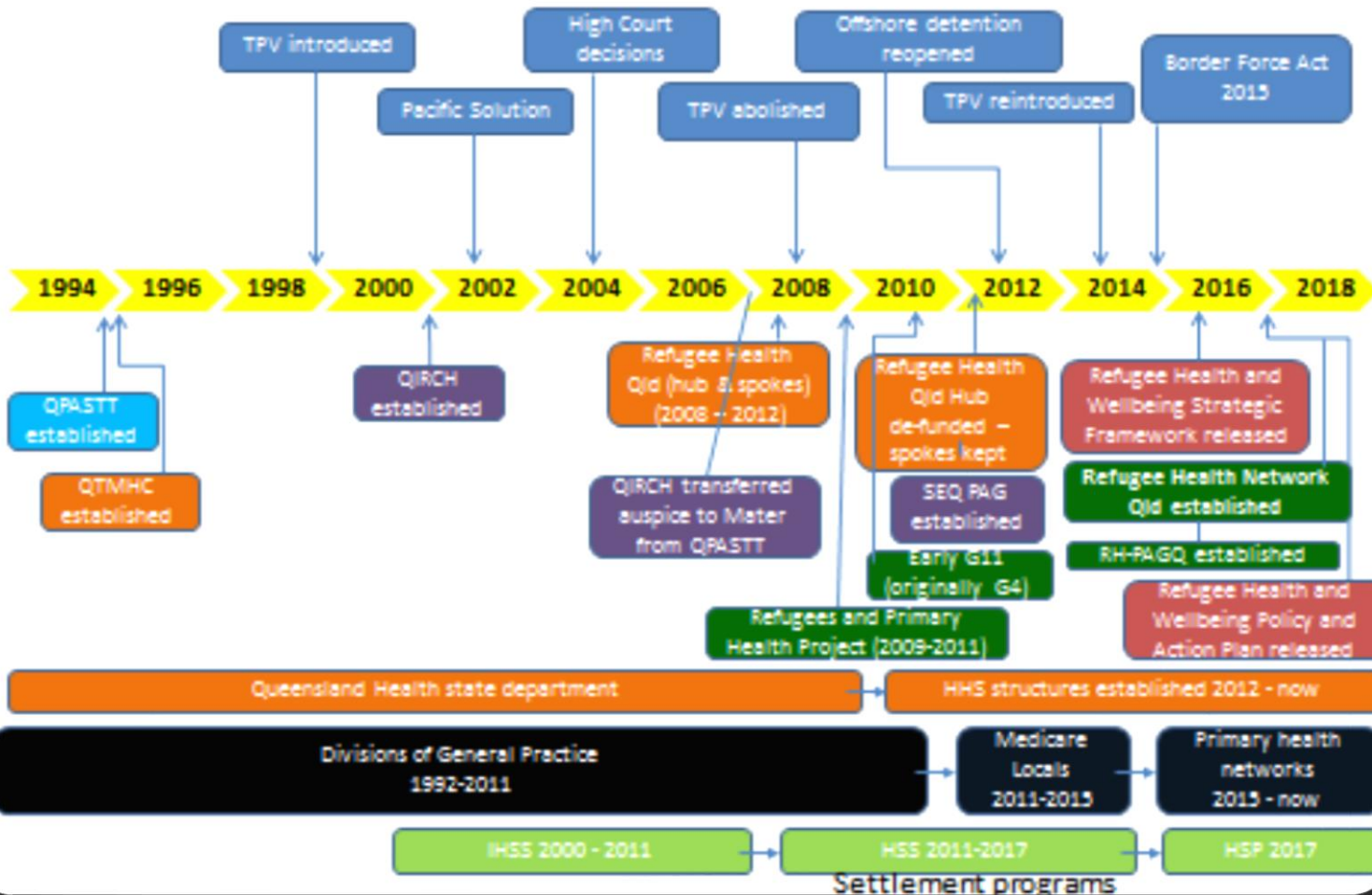
Our Vision and Values

- ❑ **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

MHR BACKGROUND

MRH BACKGROUND

Evolving health care systems



MRH WITHIN THE HEALTH SYSTEM

MRH WITHIN THE HEALTH SYSTEM



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

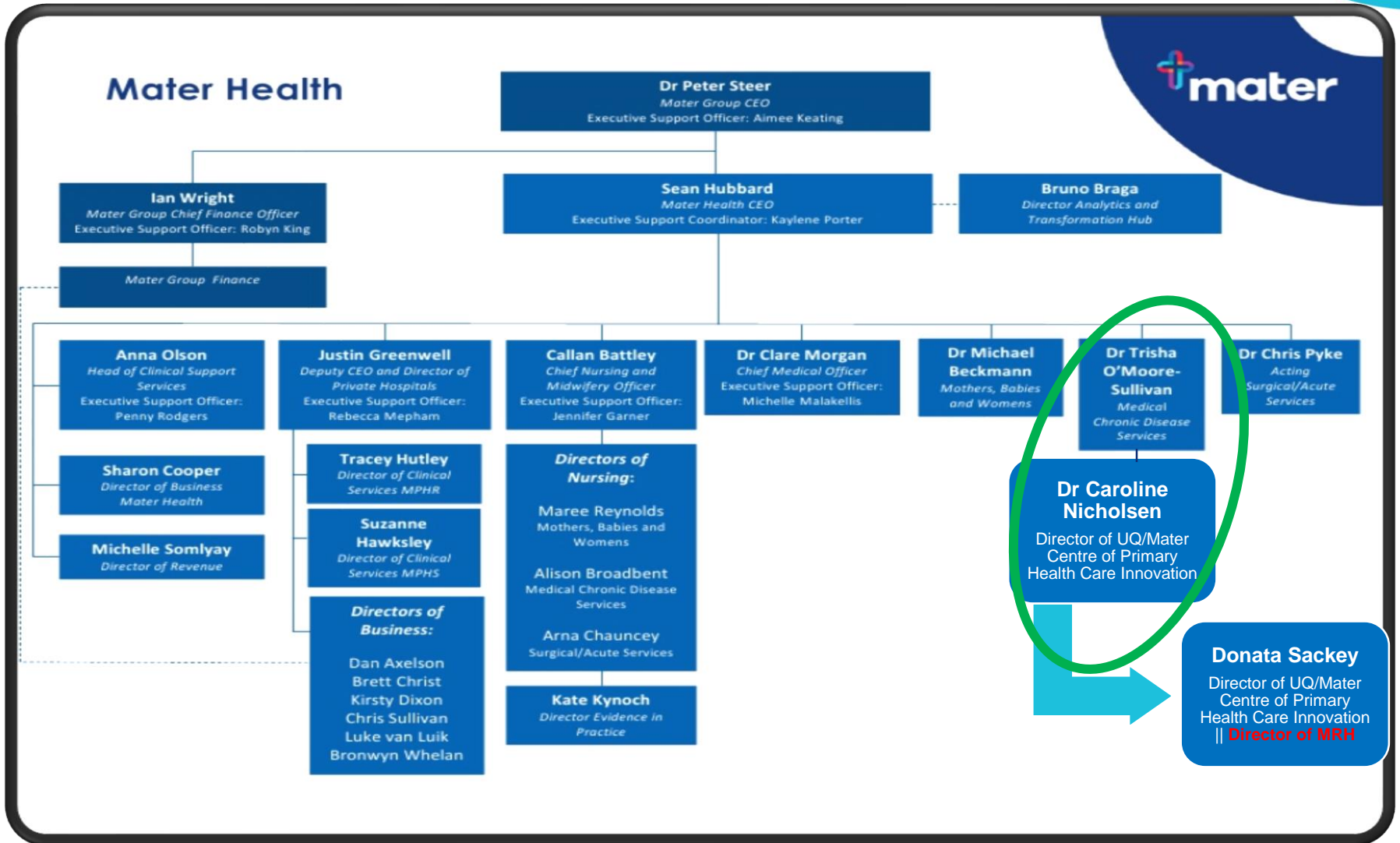
Refugee Health Service: Metro South Refugee Health Service at Logan Central Community Health Centre

Logan Central Community Health Centre

Refugee Health Service: Metro South Refugee Health Service at

MRH WITHIN MATER HIERARCHY

MRH WITHIN MATER HIERARCHY



MRH MAIN SERVICES

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



MRH MAIN SERVICES

Mater Refugee Complex Care Clinic (MRCCLC)

- ❖ 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)

THIS CLINIC PROVIDES CARE FOR EVERYONE REGARDLESS OF THEIR DIFFERENCES

All different, all equal

<p>هذه العيادة تقدم العناية للجميع بغض النظر عن اختلافاتهم. الكل مختلفون، الكل متساوون.</p> <p>ARABIC</p> 	<p>አዚ ንኩሉ ሰባ ይኒህኑ። ኩሉ ሰባ ይኒህኑ።</p> <p>TIGINYA</p> 
<p>Hiki kituo cha afya, kinachoshughulika na afya ya jamii bil a kujali tofauti zao.</p> <p>SWAHILI</p> 	<p>Xaruuntan cafimaadka wuxu bixiyya daryeel cafimaad oo loogu talagalay gof kasta oo ka socda bulshadha.</p> <p>SOMALI</p> 
<p>सेवाग्राही जूनसुके पृष्ठभूमिको भाए पनि यो स्वास्थ्य संस्थाले सबैलाई सेवा प्रदान गर्दछ। सबै भिन्न, सबै बराबर।</p> <p>NEPALI</p> 	<p>Sikasto lo kaladwan ya hay qofkasta wa iskumdi.</p> <p>SOMALI</p> 
<p>این کلینیک فراهم کننده خدماتی برای همه کسانی که به کمک ما میباشند. ما میدانیم که همه با هم فرق داریم، و در عین حال همگی با هم برابریم.</p> <p>DARI</p> 	<p>Toute personne est unique et chaque individu est traité au même pied d'égalité.</p> <p>FRENCH</p> 



MRH MAIN SERVICES

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

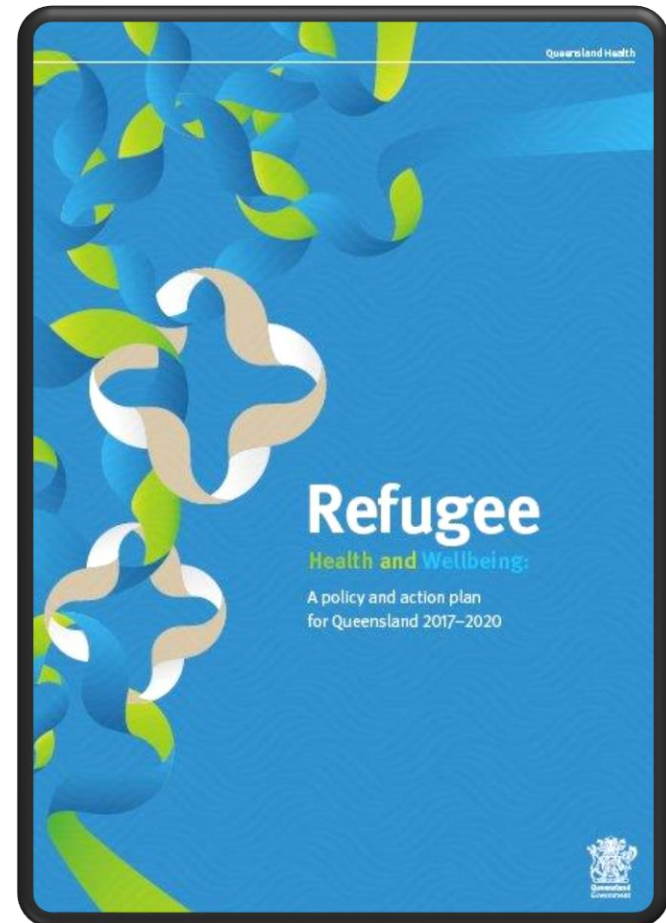
MRH DELIVERY MODEL

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”



MRH DELIVERY MODEL

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 backgrounds¹

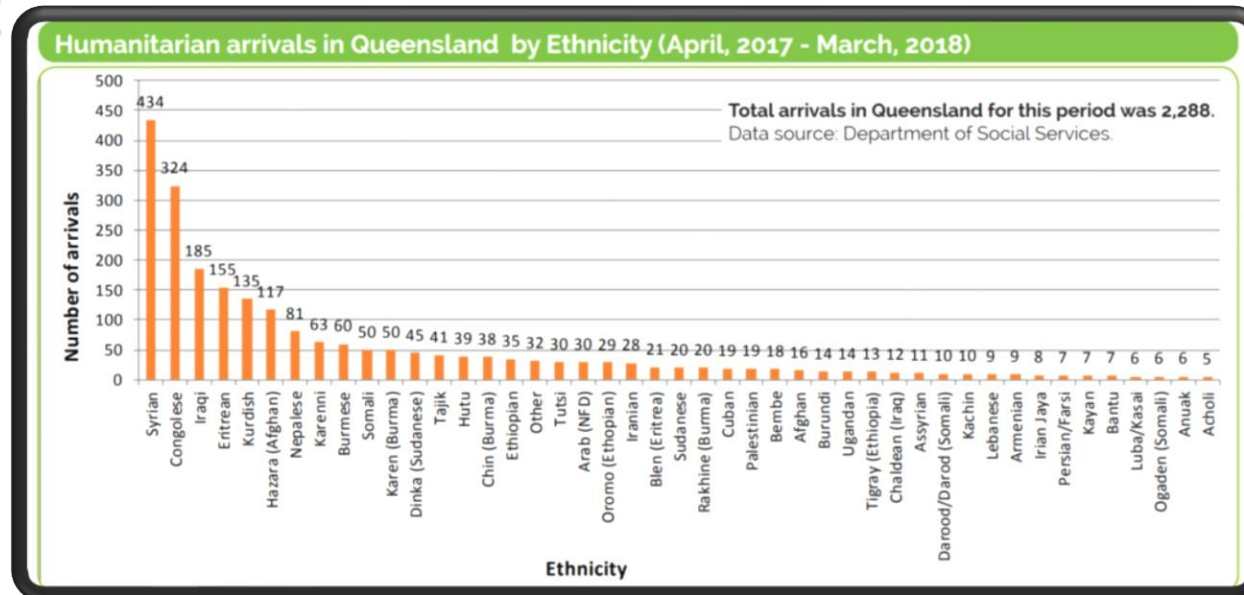
The five principles

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

MRH DELIVERY MODEL

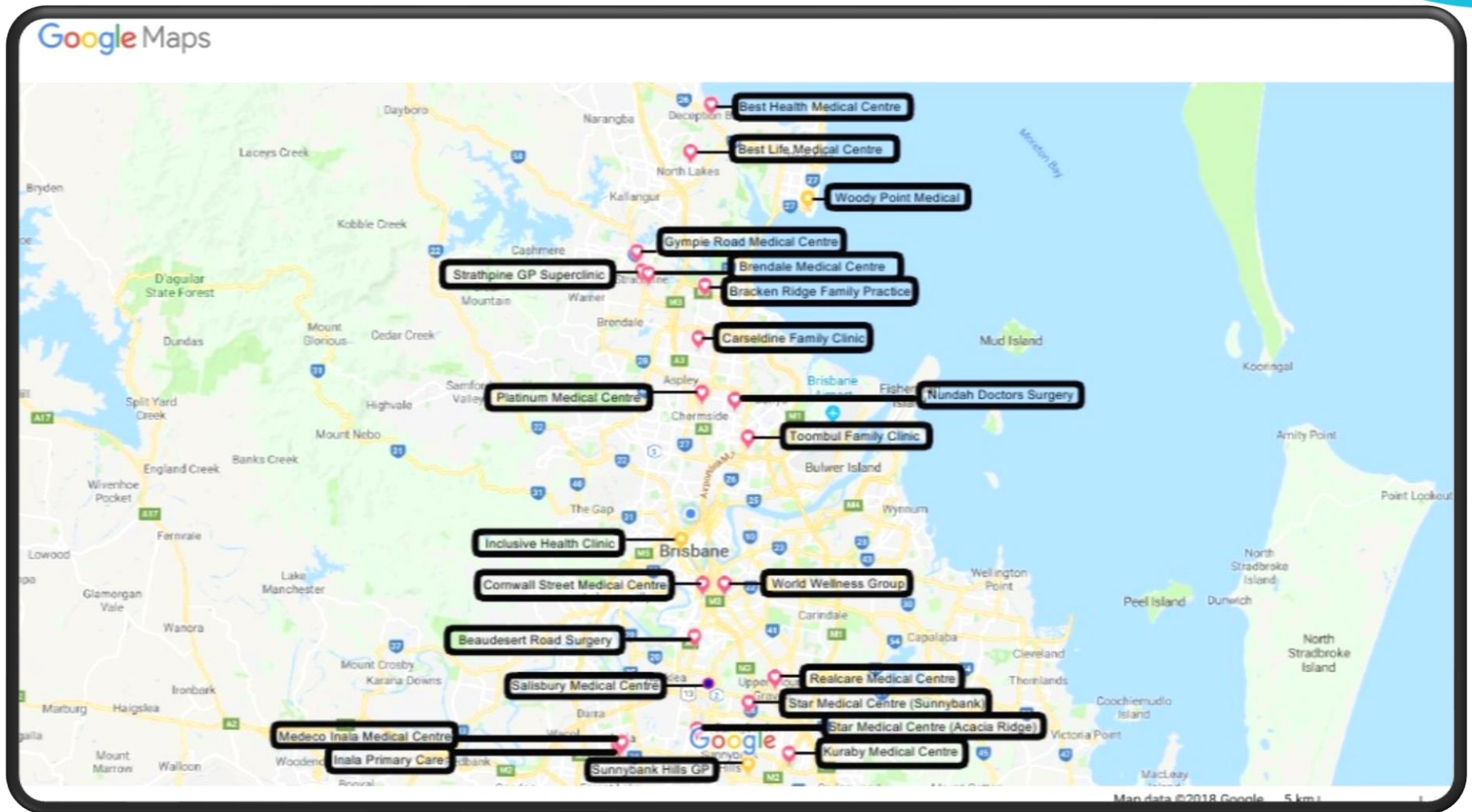
The Colocation Model

- ❖ 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”

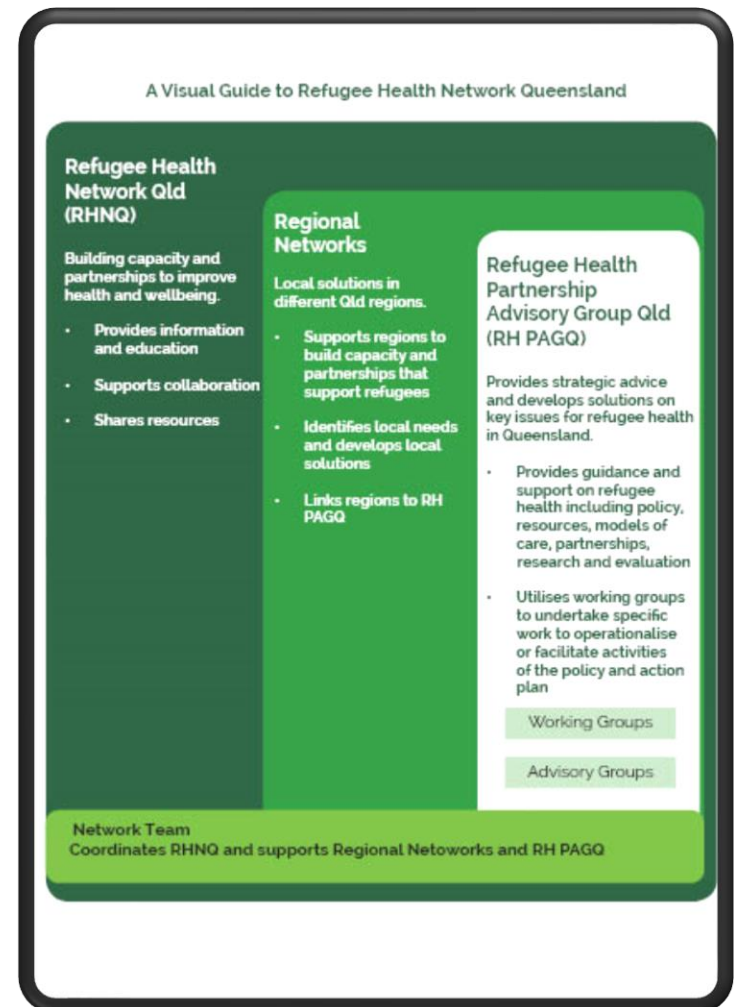


REFUGEE HEALTH
NETWORK QUEENSLAND

RHNQ AND ITS RELATION TO MRH

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 PARTNESHIPS



Current Partners

- Queensland Health
- GP clinics
- PHNs
- HSS
- Settlement services (MDA)
- Some specialized services (QPASTT)
- Potentially more partners in the future

PARTNERSHIPS MATTER

An evaluation of the Refugee Health Connect (RHC) model which aims to deliver better care to people from a refugee background and address issues of access, quality and care coordination.

Authors: Andrea Vassili, Program Support Officer, Refugee Health Connect and Daniela Sackey, Senior Program Manager, Mater QIC Centre for Primary Health Care Innovation/Mater QIC

AIM of the evaluation
TO EVALUATE RHC'S EFFECTIVENESS IN TWO KEY AREAS:
1. Improving the quality of care for refugees
2. Improving access to care for refugees in primary health care settings

METHODOLOGY
MIXED METHODS EVALUATION
QUANTITATIVE DATA COLLECTION
THE FOLLOWING:
• Focus group interviews
• Semi-structured interviews
• Patient surveys
• Focus group interviews
• Questionnaires
• Focus group interviews
• Questionnaires
• Focus group interviews
• Questionnaires

Referral to RHC
Refugee health connects to the care and support for people from refugee backgrounds through a network of health service providers.

Tier 1 practices
• These practices provide a range of health services and support for refugees and their families.
• There are 11 Tier 1 practices across Brisbane South and Brisbane West locations. All have working together agreements with Mater QIC.

MIRHS nurses co-located
• Health summary
• Up-skilling of team
• Resources
• Informal support

Tier 2 practices
• These practices provide ongoing care beyond an initial health assessment. They provide ongoing health education and support for refugees and their families.
• There are 11 Tier 2 practices across Brisbane South and Brisbane West locations. All have working together agreements with Mater QIC.

Specialist Services
• Provides care to refugees for ongoing health needs beyond the initial health assessment.
• Provides care to refugees for ongoing health needs beyond the initial health assessment.
• Provides care to refugees for ongoing health needs beyond the initial health assessment.

The model is underpinned by:

- Community Engagement**
Refugee Health Advisory Group
This is a group of up to 100 refugee health advocates from the diverse backgrounds of refugees, including interpreters, translators, educators, and health workers. It acts as a bridge between the community and the health system.
- PAG Partnership Advisory Group**
This comprises of 22 organisations across Brisbane and South Brisbane, including health, welfare, education and housing. It provides strategic support and guidance to the RHC Governance and Delivery Framework for Queensland Health.
- CAG Clinical Advisory Group**
Provides specialist advice on clinical practice, including the identification of clinical needs and the development of clinical pathways. It also provides support to the RHC Governance and Delivery Framework for Queensland Health.
- Research Evaluation Translational**
This is a group of up to 100 refugee health advocates from the diverse backgrounds of refugees, including interpreters, translators, educators, and health workers. It acts as a bridge between the community and the health system.

EVALUATION FINDINGS

LINKS
953 refugees (95% of total arrivals in Brisbane) have been linked to a primary care practice during the 2014/15 period.

CAPACITY BUILDING
• Engagement of 11 Tier 1 and Tier 2 practices
• Support for 48 practices and 30 practice visits (48 visits in total)
• Peer-to-peer support and education for nine practices by Clinical Leads
• 94 calls for support made to the 'one point of call' number - Refugee Health Connect: 07 3864 7580
• Increased use of interpreters and improved cross-cultural knowledge
• Six training sessions on refugee health specific topics for primary care. Average attendance was 45 participants. RACGP points approved
• Resources have been developed and are available online. Go to www.materonline.org.au/services/refugee-services/refugee-health-resources

INCREASED ACCESS
Billing for a health assessment item increased at one Tier 1 practice, from 34% of patients in 2013, to 90% in 2015.

TAKE HOME MESSAGES

1. Multi-layered operations are critical to the success of the partnership
2. The partnership has given significant momentum to the arrangements for Queensland's Refugee Health and Well Being Framework (March 2016)
3. Model is highly transferable to other hard to reach populations and provides insight into the complex primary care sector
4. Creates sustainable changes to improve patient access, quality and care coordination

STAKEHOLDER SURVEY
• EVALUATED TO STAKEHOLDERS
• RESPONSE RATE OF 86% (N=101)
• RESULTS INDICATE HIGH LEVELS OF SATISFACTION WITH THE RESOURCES DEVELOPED AND DISTRIBUTED BY RHC

PARTNERSHIP SURVEY
• EVALUATED TO PARTNERS
• RESPONSE RATE OF 49% (N=101) OF RESPONDENTS INVOLVED WITH THE PARTNERSHIP SINCE IT BEGAN
• RESULTS INDICATE HIGH LEVELS OF SATISFACTION WITH THE QUALITY AND EFFECTIVENESS OF THE PARTNERSHIP

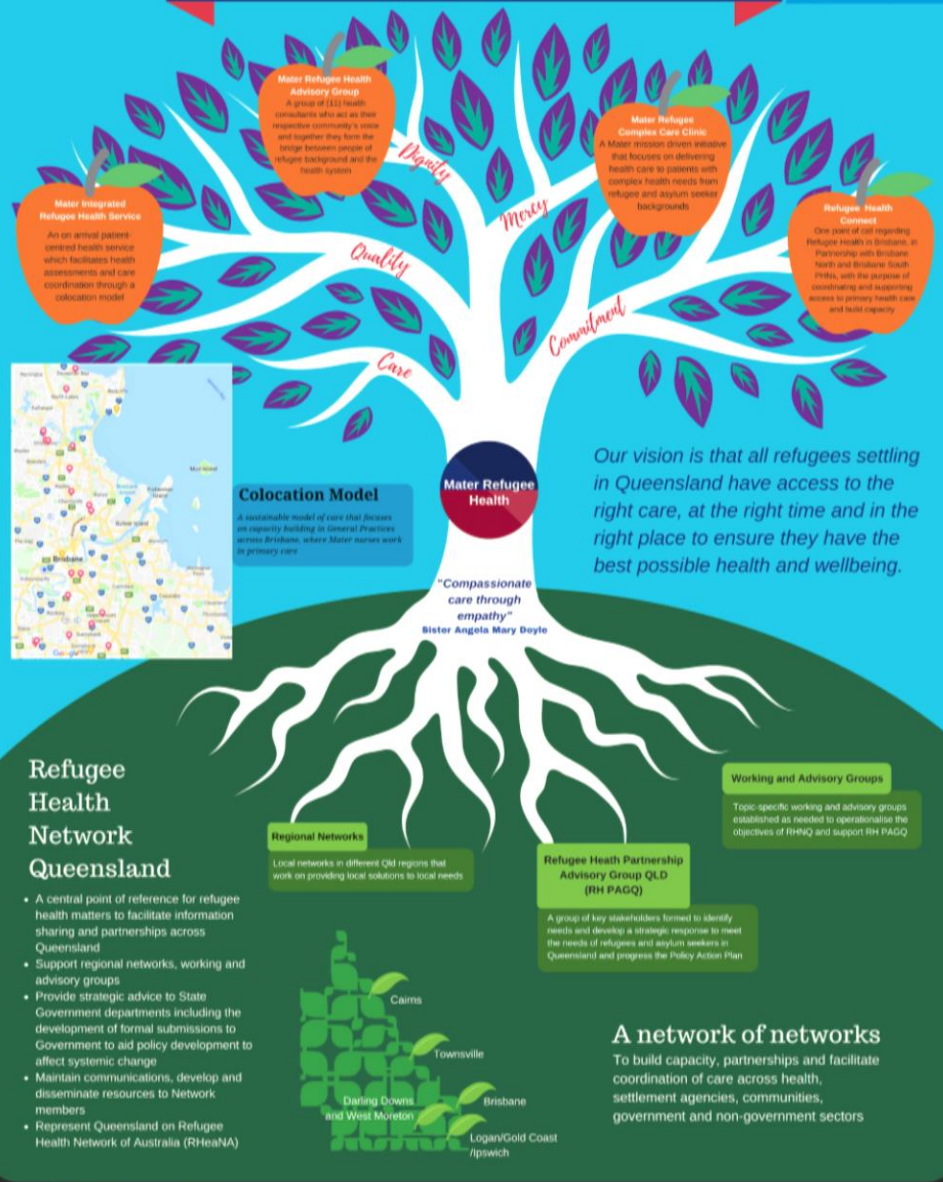
See our websites for more information about Refugee Health Connect
www.materonline.org.au
www.rhcnhs.org.au

THE WHOLE PICTURE

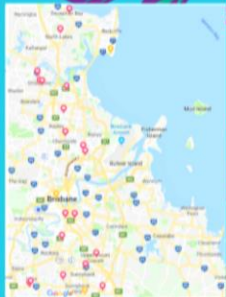
Refugee Health at the Mater

Sandy Dong^[1], Michel Girardet^[1], Rachel Clayton^[2], Meryl Jensen^[2], Donata Sackey^[2], Ally Wakefield^[2], Vicky Jacobsen^[3]

1. The University of Queensland
2. Mater Health
3. Refugee Health Network Queensland



Mater Integrated Refugee Health Service
An on arrival patient centred health service which facilitates health assessments and care coordination through a colocation model



Colocation Model
A sustainable model of care that focuses on capacity building in General Practices across Brisbane, where Mater nurses work in primary care

Mater Refugee Health Advisory Group
A group of 11 health consultants who act as their respective community's voice and together they form the bridge between people of refugee background and the health system

Mater Refugee Complex Care Clinic
A Mater mission driven initiative that focuses on delivering health care to patients with complex health needs from refugee and asylum seeker backgrounds

Refugee Health Centres
One point of call regarding Refugee Health in Brisbane, in Partnership with Brisbane Health and Brisbane Local PHNs, with the purpose of coordinating and supporting access to primary health care and mental capacity

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 (RHNA)

Regional Networks
Local networks in different Qld regions that work on providing local solutions to local needs

Working and Advisory Groups
Topic specific working and advisory groups established as needed to operationalise the objectives of RHQ and support RH PAGQ

Refugee Health Partnership Advisory Group QLD (RH PAGQ)
A group of key stakeholders formed to identify needs and develop a strategic response to meet the needs of refugees and asylum seekers in Queensland and progress the Policy Action Plan



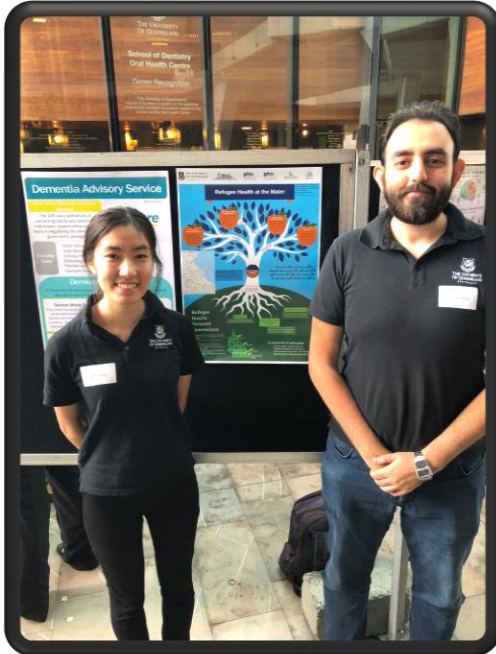
A network of networks
To build capacity, partnerships and facilitate coordination of care across health, settlement agencies, communities, government and non-government sectors

MEET THE TEAM

MEET THE TEAM (G11)



MEET THE TEAM (MIRHS)



MEET THE TEAM (MRCCC)



MEET THE TEAM (REFUGEE NURSES)



THANK YOU