

Multicultural Health Coordination Program

Working together to support equitable health access and outcomes

Overview

Mater Refugee Health has been successful in the latest round of Connected Community Pathways (CCP) funding grants from Queensland Health. The Multicultural Health Coordination Program (formerly M-CHooSe) will support people from Culturally and Linguistically Diverse (CALD) backgrounds who experience complex health and wellbeing needs. This integrated program will aim to deliver culturally appropriate, community centred and timely interventions.

Mater will integrate nurses in 10 General Practices in the Brisbane, Ipswich and Logan regions to deliver a close to home nurse led service for up to 1,000 people in the first 12 months. Mater will work in partnership with HHSs, primary care and social services across the regions and will focus on care coordination, prevention and early intervention.

The following organisations have committed to partnering with Mater to address systemic barriers to accessing healthcare for the target patient population:

- Children Health Queensland
- Metro South Health
- Metro North Hospital and Health Service
- West Moreton Health
- Strategy, Policy and Reform Division, Queensland Health
- BSPHN – Brisbane South Primary Health Network
- BNPHN – Brisbane North Primary Health Network
- Inala Primary Care (M-CHooSe Evaluation Partner)
- UQ Centre for Community Health and Wellbeing (M-CHooSe Evaluation Partner)

The service will be of greatest benefit to people from CALD/refugee/asylum seeker backgrounds with low English proficiency, low health literacy and unmanaged complex health and social support needs. Referrals can be made by primary healthcare professionals, hospital staff and other community service providers. The program team will include nurses, social worker, health integration manager, operations manager and administration support and will be independently evaluated.

The program builds on the successful M-CHooSe pilot (<https://www.publish.csiro.au/py/pdf/PY22147>) and aligns with CCP objectives and aims to:

1. Deliver culturally and clinically appropriate care close to a patient's home in community and in general practices
2. Reduce unplanned hospitalisations and improve pre-admission planning by early identification and culturally appropriate care coordination
3. Improve appropriate utilisation of inpatient and outpatient services by building patient's health literacy and health systems' cultural responsiveness
4. Improve the patient care continuum including discharge coordination, follow-up and linkage to primary care, and
5. Improve health literacy and health system navigation by utilising validated tools and interventions and linking closely with community engagement activities for this cohort

Multicultural Health Coordination Program will be operational in August, for more information about the Program please contact: Health Integration Manager: Vicky.jacobson@mater.org.au, Operations Manager: Clare.brotherson@mater.org.au or call 07 3163 4000.