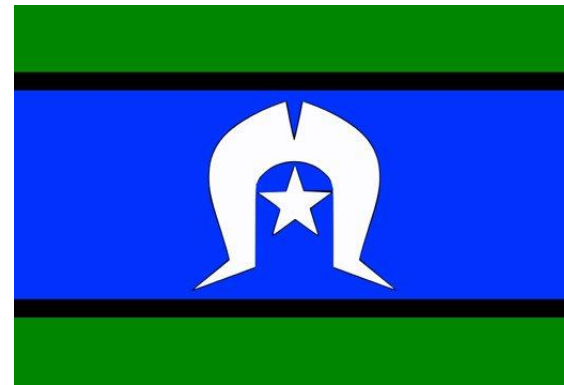


Capacity building in primary care

[what does it take?]

By Meryl Jones & Nancy Weatherford
Mater Refugee Health Service

Acknowledgement of traditional custodians



Capacity building in primary care

[what does it take?]

New
humanitarian
arrivals



Referral to local
refugee friendly
GP practice



Ongoing
primary
health care



Capacity building in primary care

[what does it take?]

How the model is achieved?



Partnerships
and
collaboration!



An Australian Government Initiative





How we identify practices?



Accessibility

Physical accessibility

- Geography/ transport
- Opening hours
- Appointment systems

Economic accessibility

- Direct costs (bulk billing)
- Indirect costs (transport, time off school/ work)

Cultural accessibility

- Interpreters
- Bicultural/ language concordant staff
- Community recommendations



Capacity building in primary care

[what does it take?]

Refugee friendly practices



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 not an exhaustive list, but aims to serve as a tool to support health care and the development of appropriate primary care in meeting the [RACGP Standards for General Practice](#) including 2.1.1 Respectful and culturally appropriate care and 1.2.3 Interpreter services.

Best Practice	Description
Family friendly, spacious and multicultural waiting room.	Large and extended families are common. Practices could source multicultural posters.
Capacity to make appointments and to offer long consultations.	Refugees may present with complex issues requiring additional time. Interpreter may lengthen consultations.
Staff that are culturally sensitive.	Practice staff are aware of how the refugee experience, cultural norms on health care www.refugeehealthnetworkqld.org.au/cultural-sensitivity .
Practice software that captures language, ethnicity, country of birth and need for interpreter.	Develop practice protocols for capturing this information. The country the patient has from may not be their country of birth. A patient's ethnicity may not be that of their origin or their country of birth.
Patients receive continuity of health care provider and coordinated care within the Practice.	Try to make appointments with the same health practitioner to build trust and avoid having to re-tell stories.
A Practice Nurse.	Nurse has multiple roles including coordinating care and follow up immunisation.
Protected time for Practice Nurse for Refugee Health Assessments.	Essential for Practice Nurse involvement in the Refugee Health Assessments www.racgp.org.au/download/Documents/PracticeSupport/apna-racgp-quality-of-assessment-info-sheet.pdf .
Patients encouraged to come early for first appointment.	Completion of Practice registration forms may take more time. Consider booking minutes early to assist. Ensure patient knows to come early.
Appointment reminder system that considers cultural differences.	Letters and voice phone messages can be confusing for patients with limited English. Using TIS to call the patient or sending text message can be more effective. Online Appointment Translation Reminder Tool www.sswshd.nsw.gov.au/tis .
Appointment reminder system that considers cultural differences.	At times patients may miss appointments due to lack of understanding of a conflicting commitments. Practices need to have policies to actively contact appointments.

Australian Immunisation Register

Welcome

The AIR is a national register that records all vaccinations given to individuals of all ages, including National Immunisation Program (NIP) schedule vaccines, flu, shingles and travel vaccines. The AIR is administered under the Australian Immunisation Register Act 2013 and AIR data is protected under the Privacy Act 1988.

Please ensure you are aware of the Terms and Conditions of accessing this site.

Click on a Main Menu link to:

- Claims** - Upload claims or view details of claims submitted to the AIR
- Identify Individual** - Search an individual to:
 - View immunisation history information
 - Record immunisation encounters
 - View and/or print an immunisation history statement
 - Record a catch up schedule
 - Edit an immunisation encounter where incorrect details were previously submitted (if you submitted the original record to the AIR)
- Payment Statements** - View your payment and financial statements
- Provider Menu** - Review location, email and address details
- Reports** - Generate and view immunisation reports. This includes a variety of statistical and detailed reports
- Secure Email** - View and send emails to AIR through secure email

NSW Refugee Health Service

Appointment Reminder Translation Tool

NSW Refugee Health Service's on-line Translated Appointment Reminder Translation Tool allows you to translate appointment details into your client's language.

Just type in the details, then either print or save the PDF. Your form is generated immediately so you can give it to your client at the time you make the appointment. It can also be emailed. The subject headings will be translated but not the details that you fill in. For best results, print it on your organisations letterhead.

If you have any feedback please let us know: SWSLHD.RefugeeHealth@health.nsw.gov.au

Client Name:

Appointment with:

Service's Address:

Phone Number:

Date format: Australian - dd/mm/yyyy

Date of appointment:

Time of appointment:

An interpreter has been organised: ☐ Yes ☐ No

Type of appointment:

Language:

Phone Number to call if there is a cancellation:

Required Fields:

Back to website

Capacity building in primary care

[what does it take?]

Practice visits



Clinical governance

Working Together Agreements

Set expectations and responsibilities for MIRHS and practice staff

- Referral management
- Data management
- Roles and responsibilities
- Activities to be undertaken
- Times for activities to occur



Capacity building in primary care

[what does it take?]

Clinical governance

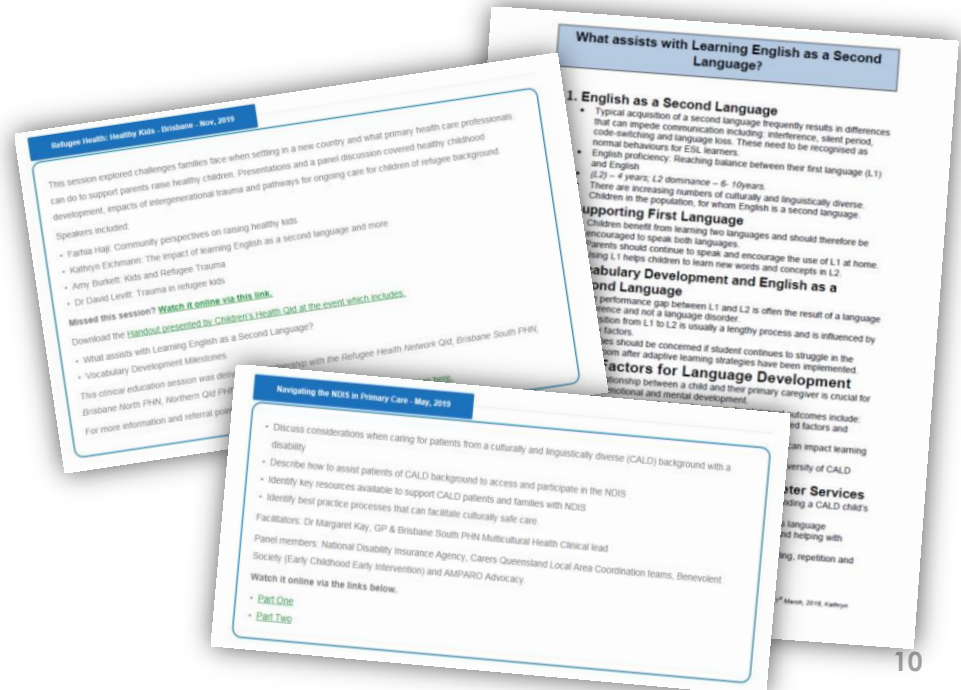
State-wide clinical advisory group: Refugee Health – Clinical Advisory Group

- Review documents
- Organise education for health professionals interested in refugee health

<http://www.refugeehealthnetworkqld.org.au/past-education/>

Clinical leads

- Brisbane North PHN Clinical lead GP
- Brisbane South PHN Clinical lead GP
- Brisbane South PHN Immunisation nurse



Capacity building in primary care

[what does it take?]

Resources

Written

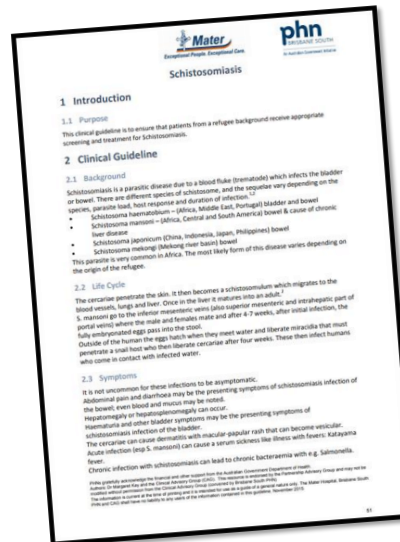
- ASID guidelines
- RHCAG clinical guidelines
- Australian Refugee Health Practice Guide

Online

- RHNQ website
- Newsletter

Peer support

- Administration
- Nursing
- Fellow GPs



Practicalities of engagement

Practicalities:

- ☐ Suitable day
- ☐ Regular refugee nurse presence
- ☐ Access and knowledge of practice software
- ☐ Consistent administration support

Upskilling on the job

- Lead by example
- Offer culturally sensitive care
- Model best practice
- Advise on appropriate referral pathways
- Specific processes
- Encourage the use of provided
resources across the practice



How we build capacity

- Be present and contactable
- Ongoing engagement with GP practices
- Build relationships
- Education evenings



Capacity building in primary care

[what does it take?]

Evaluating the outcomes

1. Tracking spreadsheet

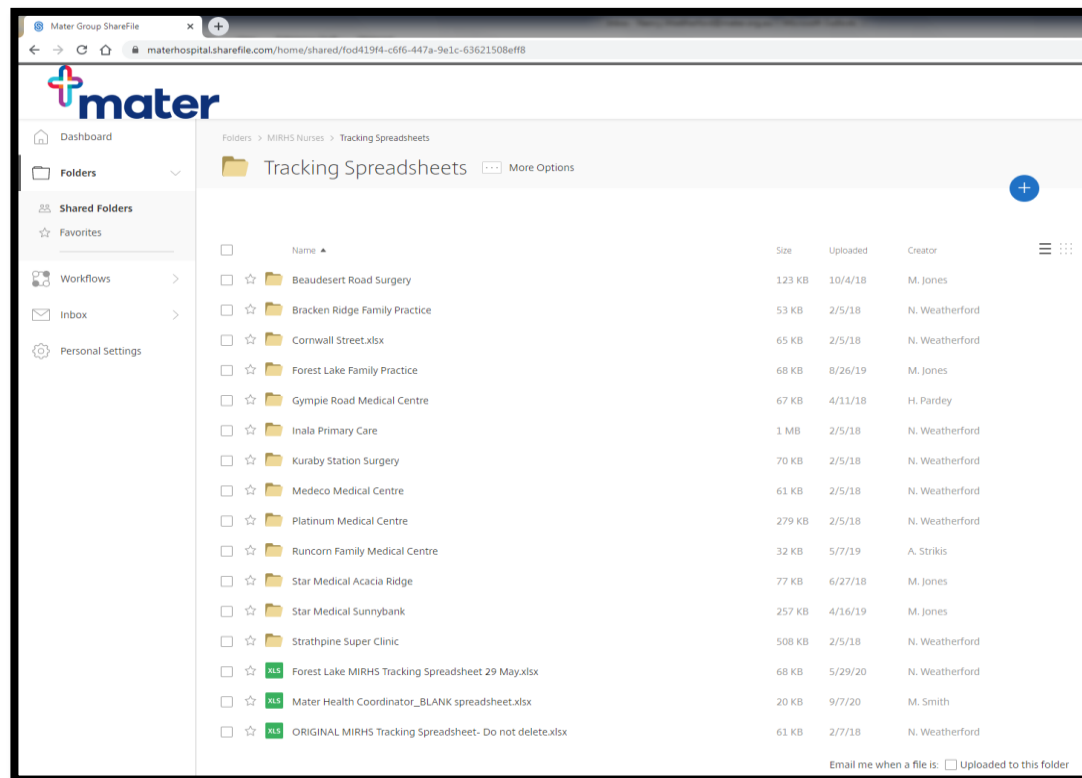
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	HSP No		First Names	Surname	DOB	Gender	RN Hlth Ass	Path Tested	Dental Ref	Dental Tx	Imms #1	Imms #2	TB Ref	TB Testing	Imms #3	Imms #4	Gender Hlth Check
224						F	09/04/2019	09/04/2019	23/04/2019		16/04/2019	28/05/2019	28/05/2019		30/08/2019	X	16/04/2019
225	Nil					F			11/06/2019		07/05/2019	11/06/2019	11/06/2019		24/09/2019	X	11/06/2019
226						M	16/04/2019	16/04/2019	23/04/2019		30/04/2019	04/06/2019	18/06/2019		01/10/2019	X	X
227						F	16/04/2019	16/04/2019	23/04/2019		30/04/2019	04/06/2019	18/06/2019		01/10/2019	X	Declined
228						M	16/04/2019	16/04/2019	23/04/2019		30/04/2019	04/06/2019	18/06/2019		01/10/2019	X	X
229						M	30/04/2019	30/04/2019	14/05/2019		14/05/2019	18/06/2019	18/06/2019		23/07/2019	X	X
230						F	30/04/2019	30/04/2019	14/05/2019		14/05/2019	19/11/2019	18/06/2019		X	X	X
231						F	30/04/2019	30/04/2019	14/05/2019		14/05/2019	17/09/2019	18/06/2019		19/11/2019	X	X
232			Medina	Solomon	18/04/1985	F	02/04/2019	02/04/2019	02/04/2019		23/04/2019	02/07/2019	09/07/2019		12/11/2019	X	N/A
233						M	02/04/2019	02/04/2019	02/04/2019		23/04/2019	02/07/2019	09/07/2019		12/11/2019	X	X
234						M	02/04/2019	02/04/2019	02/04/2019		23/04/2019	02/07/2019	09/07/2019		12/11/2019		X
235			Medina	Solomon	07/05/1983	F	20/08/2019		20/08/2019		03/09/2019	22/10/2019	03/09/2019		26/10/2019	26/11/2019	Declined
236						M	22/10/2019	22/10/2019	05/11/2019		05/11/2019	17/12/2019	17/12/2019		23/01/2020	X	X
237						M	30/07/2019	30/07/2019	30/07/2019		06/08/2019	10/09/2019	20/02/2020		10/12/2019	X	X

Capacity building in primary care

[what does it take?]

Evaluating the outcomes

2. Sharefile



Evaluating the outcomes

3. IPM

[illegible]The screenshot displays the iPatient Manager (iPM) application window. The title bar reads "i Patient Manager (iPM) - [Appointment List : 1 - Test, Patient 3719661 F 01/02/1934]". Below the title bar is a menu bar with options: Context, Patient.Appointments, Reports, Options, Window, and Help. A toolbar follows, containing icons for user management, appointments, medical services, communication, scheduling, reports, media, help, a warning icon, and an exit button labeled "EXIT". The main header area has a teal background with a large yellow warning triangle icon followed by the text "3719661 TEST, Patient (Mrs.)". Below this is a light blue section labeled "GP". Further down, there's a white section displaying the address "Address 123 Testing Ave., Sunset Strip, Victoria, AUSTRALIA, 3922" and a phone number field "Phone 1234 5678901234". At the bottom is a table with columns: Appointment, Appt Ty..., Clinic Code, Clinic Name, Session Code, Clinician, Comments, Dep. Resource, and Patient Confirmed. The table contains several rows of data, mostly representing future appointments.

COVID-19

We're open as usual
(well almost)