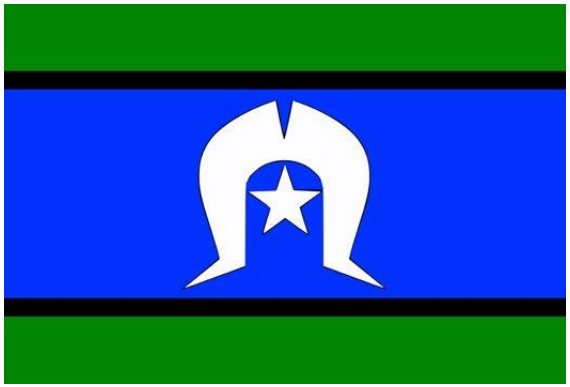
Capacity building in primary care

[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?]

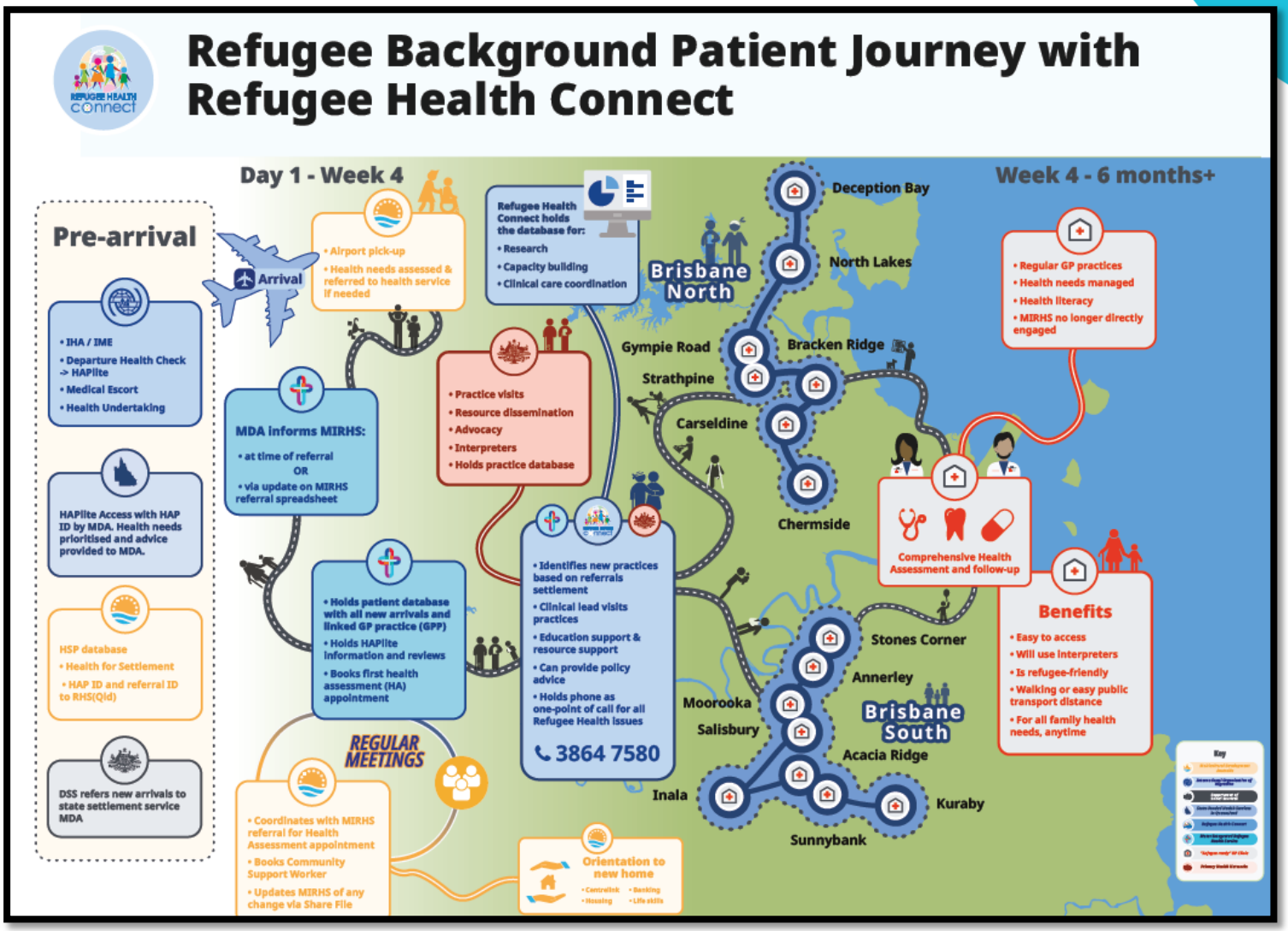
New humanitarian arrivals → Referral to local refugee friendly GP practice → Ongoing primary health care

Capacity building in primary care
[what does it take?]

How the model is achieved?

Partnerships and collaboration!

Capacity building in primary care
[what does it take?]



How we identify practices?

Accessibility

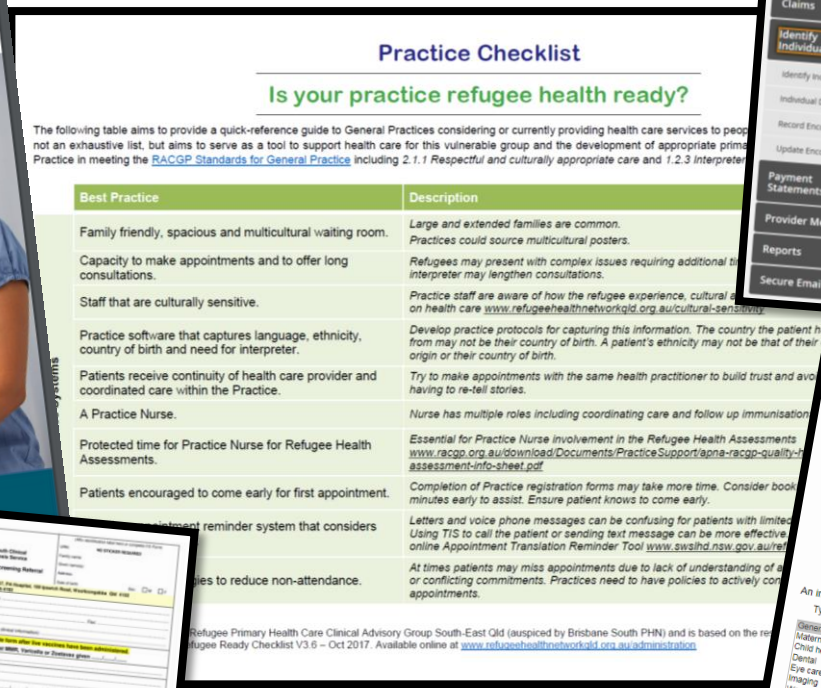
Physical accessibility
- Geography/ transport
- Opening hours
- Appointment systems

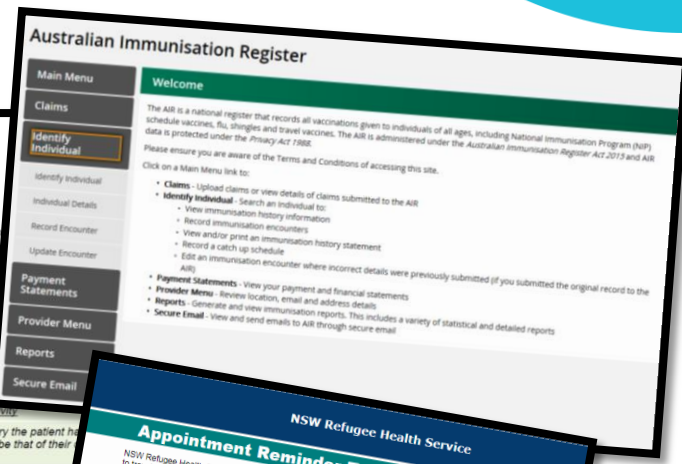
Economic accessibility
- Direct costs (bulk billing)
- Indirect costs (transport, time off school/ work)

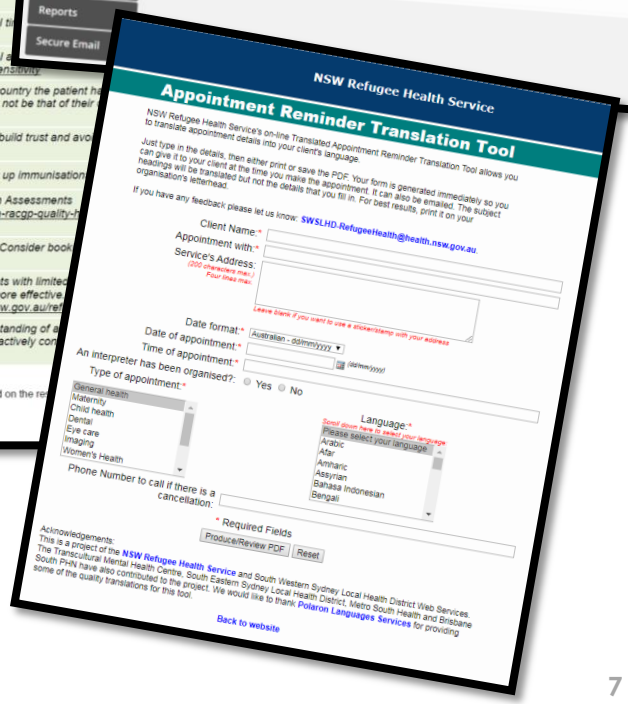
Cultural accessibility
- Interpreters
- Bicultural/ language concordant staff
- Community recommendations

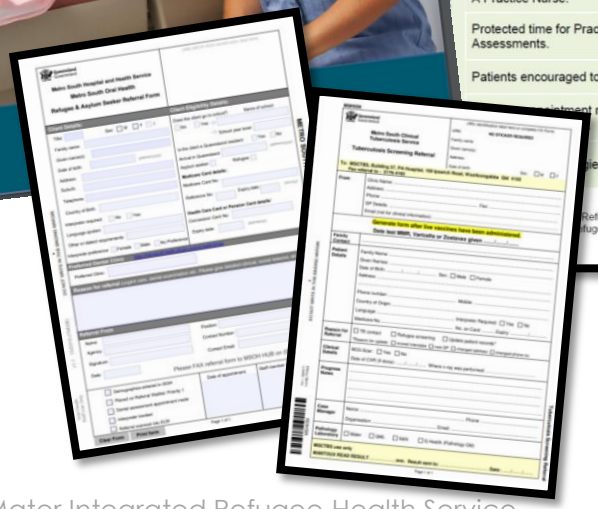
Capacity building in primary care
[what does it take?]

Refugee friendly practices









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

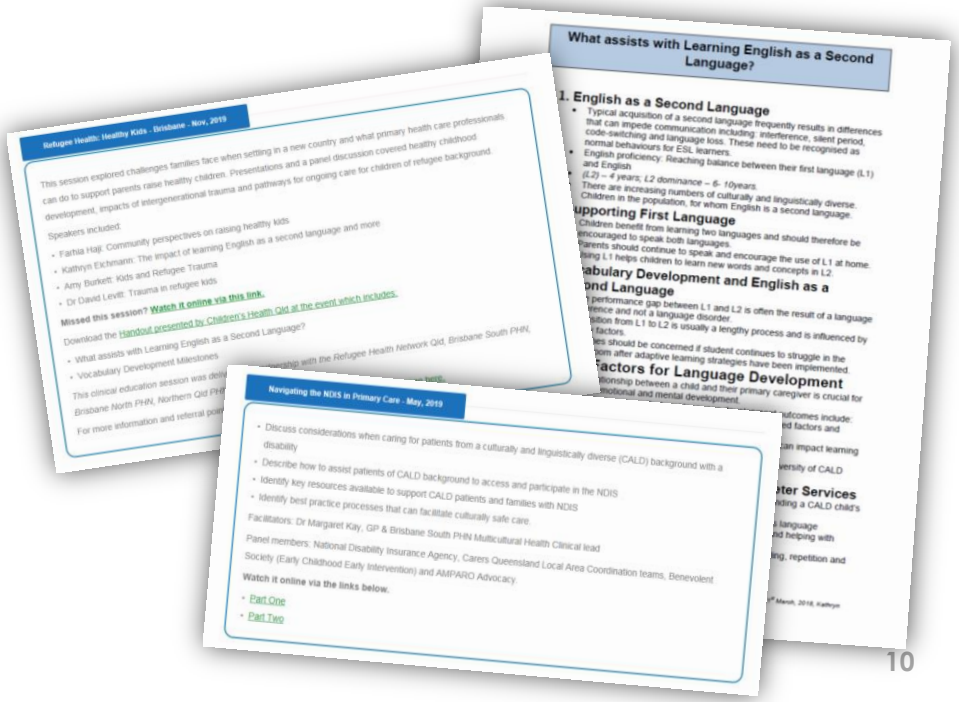
Clinical governance

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

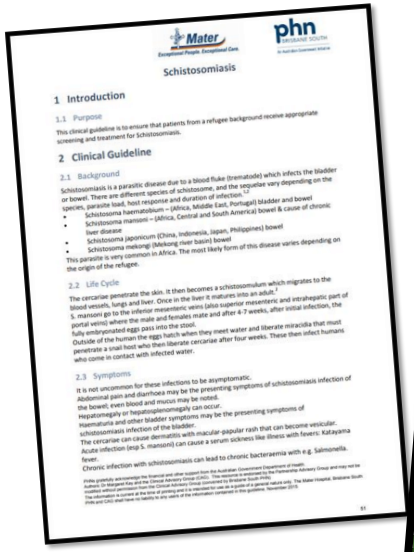
- ASID guidelines
- RHCAG clinical guidelines
- Australian Refugee Health Practice Guide

Online

- RHNQ website
- Newsletter

Peer support

- Administration
- Nursing
- Fellow GPs


Schistosomiasis

1 Introduction

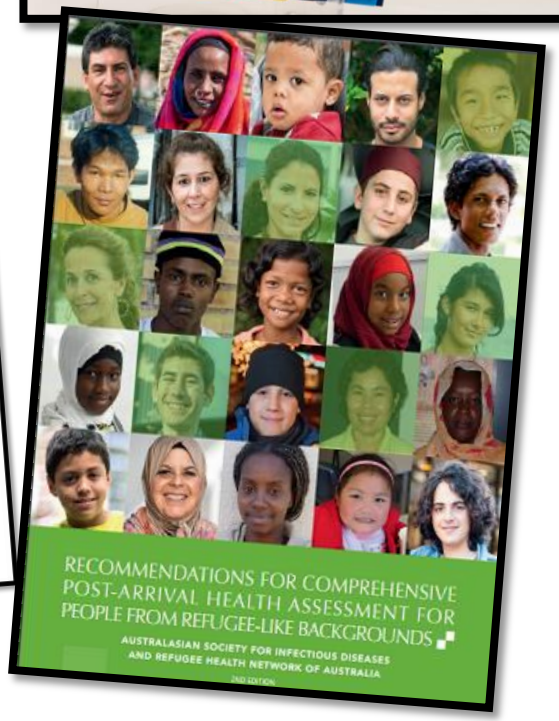
1.1 Purpose

2 Clinical Guideline

2.1 Background

2.2 Life Cycle

2.3 Symptoms



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

-Build relationships

-Ongoing engagement with GP practices

-Education evenings

Capacity building in primary care
[what does it take?]

Evaluating the outcomes

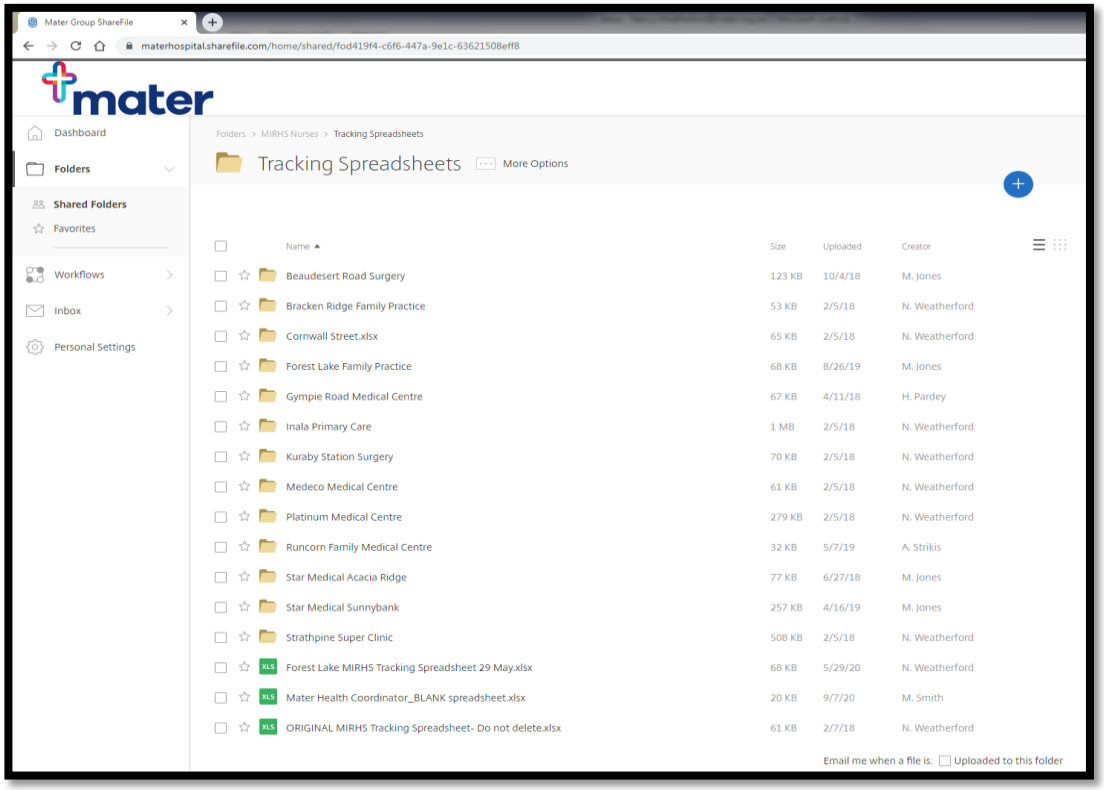
1. Tracking spreadsheet

R240

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	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						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						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

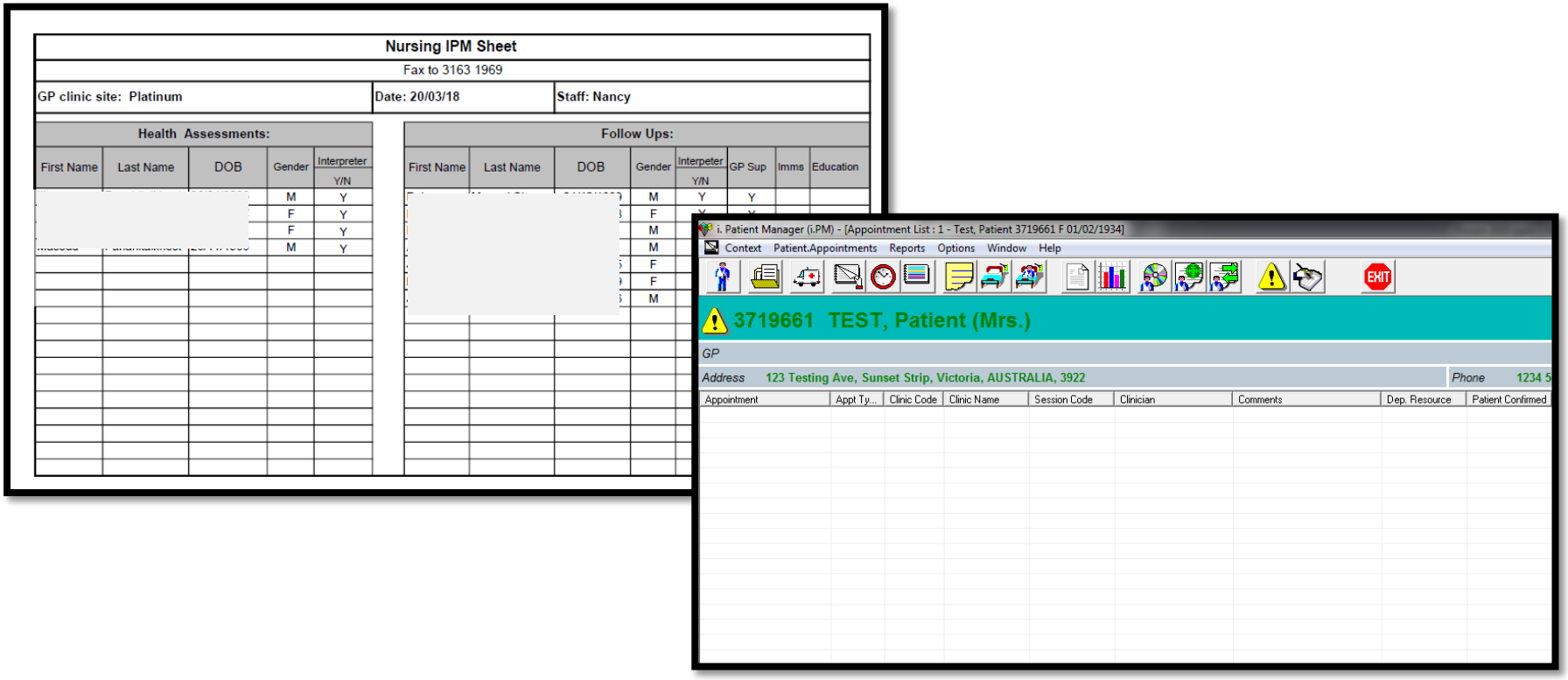
Evaluating the outcomes

2. Sharefile



Evaluating the outcomes

3. IPM



Nursing IPM Sheet

Fax to 3163 1969

GP clinic site: Platinum	Date: 20/03/18	Staff: Nancy

Health Assessments:

First Name	Last Name	DOB	Gender	Interpreter Y/N
			M	Y
			F	Y
			F	Y
			M	Y

Follow Ups:

First Name	Last Name	DOB	Gender	Interpeter Y/N	GP Sup	Imms	Education
			M	Y	Y		
			F				
			M				
			M				
			F				
			F				
			M				

i. Patient Manager (i.PM) - [Appointment List : 1 - Test, Patient 3719661 F 01/02/1934]

Context Patient.Appointments Reports Options Window Help

EXIT

3719661 TEST, Patient (Mrs.)

GP

Address 123 Testing Ave, Sunset Strip, Victoria, AUSTRALIA, 3922 Phone 1234 5

Appointment	Appt Ty...	Clinic Code	Clinic Name	Session Code	Clinician	Comments	Dep. Resource	Patient Confirmed

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COVID-19