Capacity building in primary care

[what does it take?]

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Mater Refugee Health Service
Capacity building in primary care
[what does it take?]

Acknowledgement of traditional custodians
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[what does it take?]

New humanitarian arrivals → Referral to local refugee friendly GP practice → Ongoing primary health care
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How the model is achieved?

Partnerships and collaboration!
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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
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Refugee friendly practices
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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
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Clinical governance

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

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


Clinical leads

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

Written

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

Online

• RHNQ website
• Newsletter

Peer support

• Administration
• Nursing
• Fellow GPs

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Practicalities of engagement

Practicalities:

- Suitable day
- Regular refugee nurse presence
- Access and knowledge of practice software
- Consistent administration support
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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
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How we build capacity

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

1. Tracking spreadsheet
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Evaluating the outcomes

2. Sharefile
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Evaluating the outcomes

3. IPM
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COVID-19

We’re open as usual
(well almost)