Refugee Health Nurse Liaison (RHNL):

A nurse led initiative to improve healthcare for asylum seekers and refugees

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# Monash Health

## Hospitals and major sites
- Monash Medical Centre
- Casey Hospital
- Dandenong Hospital
- Monash Children’s Hospital
- Moorabin Hospital
- Kingston Centre
- Cranbourne Integrated Care Centre
- Pakenham Health Centre

## Community sites
- Berwick
- Cockatoo
- Dandenong
- Springvale
- Pakenham
- Cranbourne
<table>
<thead>
<tr>
<th>Components of MHRHW:</th>
<th>Aim:</th>
<th>Resourced by:</th>
<th>Targeted to:</th>
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<tbody>
<tr>
<td>Community Development</td>
<td>To promote meaningful connection, social integration, and holistic wellbeing.</td>
<td>Bicultural / Community Development Workers.</td>
<td>Asylum seekers experiencing social disconnection.</td>
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<tr>
<td>Primary Care Services</td>
<td>To provide comprehensive, coordinated, person centred, integrated primary care.</td>
<td>GPs, Refugee Health Nurses, Counsellors.</td>
<td>R&amp;AS with co morbidities, deteriorating health, at risk of hospital presentation, &amp;/or no Medicare.</td>
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<tr>
<td>Specialist Services</td>
<td>To provide coordinated, integrated, accessible, culturally tailored specialist services.</td>
<td>Infectious Disease Physicians, Paediatricians, Psychiatrists.</td>
<td>R&amp;AS with infectious disease/s, and/or acute mental health issues, experiencing low health literacy, financial insecurity, and lack of Medicare access.</td>
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<tr>
<td>Capacity Building</td>
<td>To build capacity within the health and community sector to address refugee health.</td>
<td>Refugee Health Fellow, Refugee Health Nurse Liaison, Refugee Health Psychiatry Liaison Nurse Refugee Health Nurse on Triage.</td>
<td>Internal departments and wards, and external and universal organisations and services.</td>
</tr>
</tbody>
</table>
Multi-disciplinary approach: One Stop Shop

- Pharmacy
- Pathology
- Specialist outpatient clinics
- Social Inclusion initiatives
- Capacity Building
- Primary care
Setting – SE region of Melbourne
Profile of the communities

- Low participation within primary healthcare
- Complex migration history
- Navigating Australian healthcare system
- Varying entitlements to healthcare access
- Reliance on ambulance services and emergency departments
Refugee Health Nurse Liaison history

Planning and concept adapted from Aboriginal Liaison model.

Ethics approved by Monash Health Human Research Ethic Committee. A mixed methods descriptive approach was used.

Piloted from 2013-2014 at Dandenong Hospital. Operating from 2014 to date across Monash Health Network.
Data sources

Record keeping

Patient & professional feedback

Narrative case studies
RHNL position description

• Provide consultation and support to hospital and community staff

• Assess and recommend care or supports for patients

• Assist with identification & service access issues including healthcare entitlements

• Support with discharge planning

• Build capacity of healthcare staff and services through education
Key learnings

Access

• Most referrals require intervention.

Quality of care & patient experience

• Advocating for appropriate and competent care.
Key outputs

- Referrals to Refugee Health team and other services
- Referrals for social determinants support

Capacity building
- Secondary consultations
- Refugee Health settlement services and other supports
- Education sessions for patients and professionals
- Correct patient identification ensures adequate support
- Correct billing for patients to minimise financial stressors

Defined care pathways

Asylum Seeker identification directory
RHNL Contact details

Refugee Health Nurse Liaison

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