

# 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

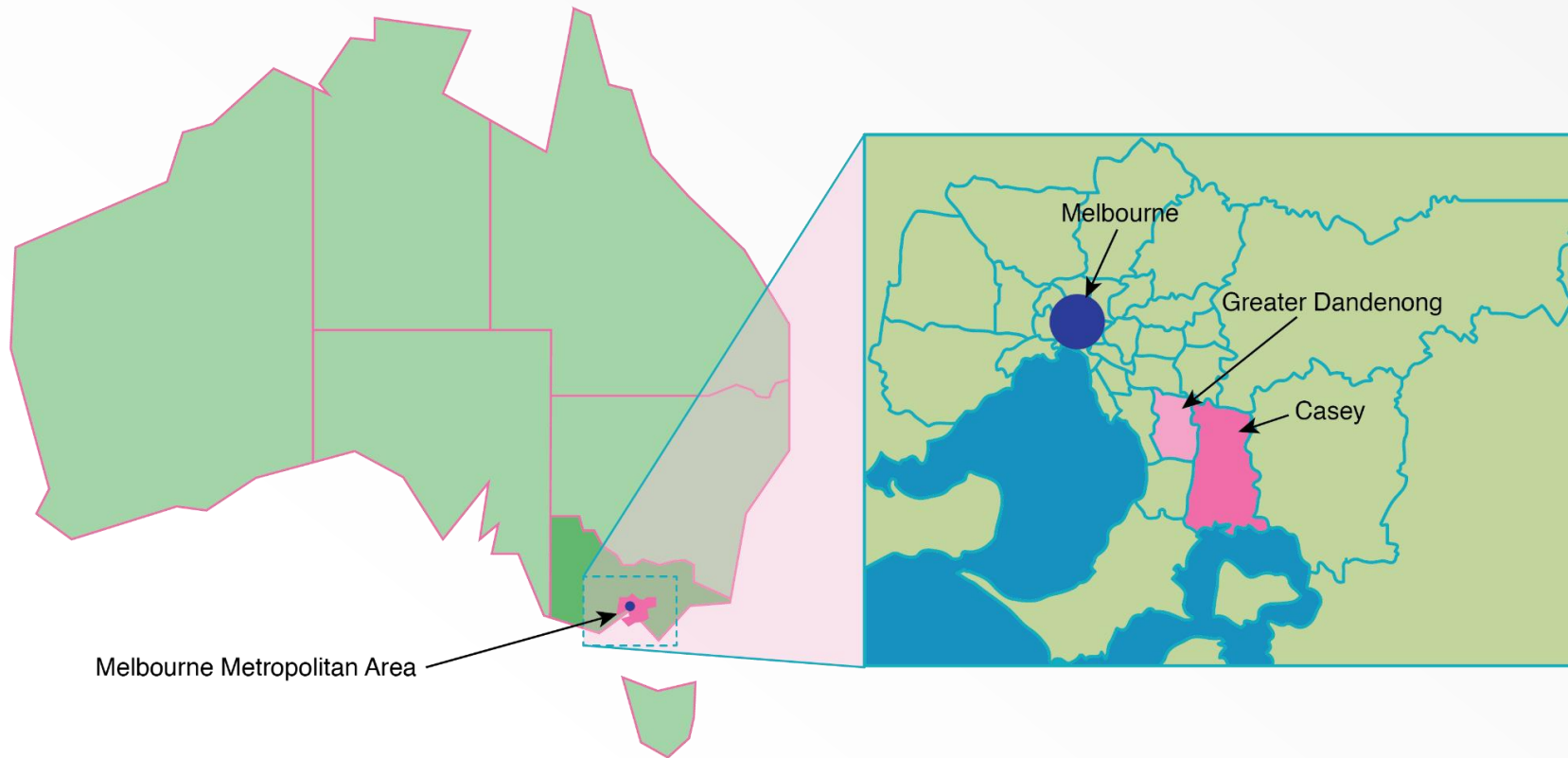


Components of MHRHW:	Aim:	Resourced by:	Targeted to:
<b>Community Development</b>	To promote meaningful connection, social integration, and holistic wellbeing.	Bicultural / Community Development Workers.	Asylum seekers experiencing social disconnection.
<b>Primary Care Services</b>	To provide comprehensive,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

# Multi-disciplinary approach: One Stop Shop



# 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

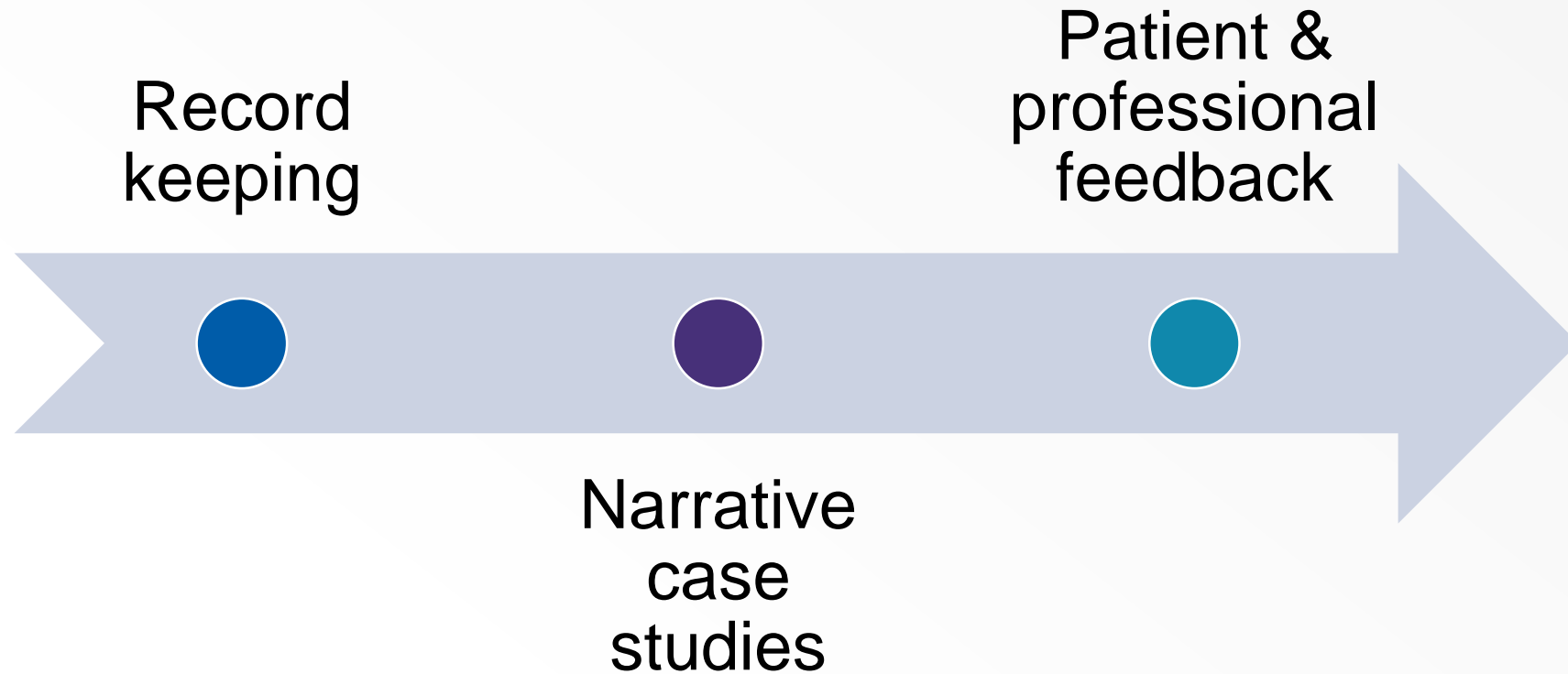
# Refugee Health Nurse Liaison history

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





# 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

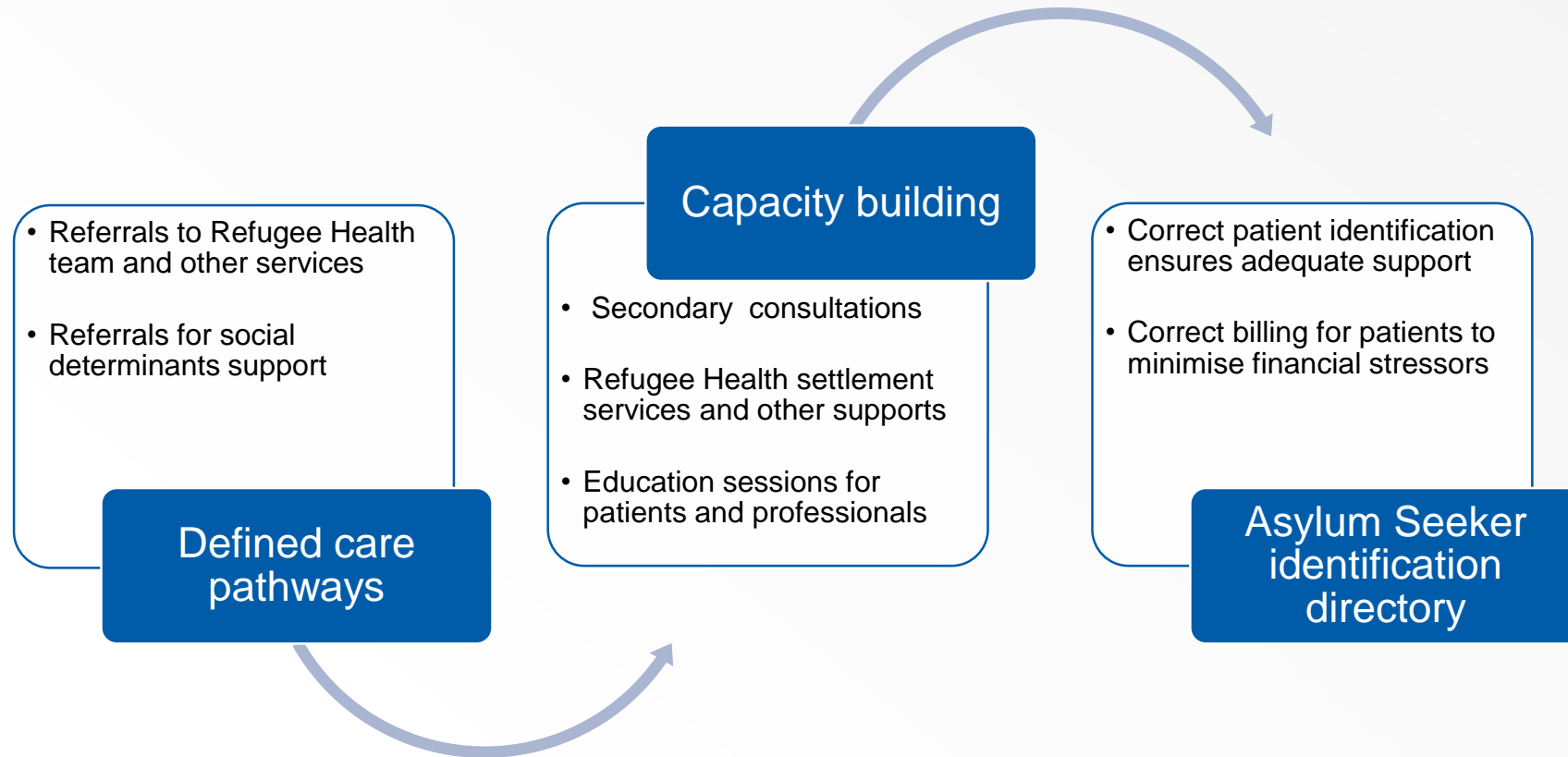
Access

- Most referrals require intervention.

Quality of  
care &  
patient  
experience

- Advocating for appropriate and competent care.

# Key outputs



# RHNL Contact details

**Refugee Health Nurse Liaison**

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