

Yanagagi Numbadil Nurbul – Walking together in friendship

Introduction

Bathurst Health Service was one of eight NSW hospitals to participate in the Aboriginal Identification Hospital Quality Improvement Project (2013).

The goal was to improve the patient journey for Aboriginal people attending the emergency department (ED), review why Aboriginal patients did not wait, or left at their own risk and discharged against medical advice in the ED. There is a direct correlation between Aboriginal identification and attendance in ED and receiving appropriate follow up care.

Key activities

A local steering committee was established, consisting of multiple stakeholders including members of the local Aboriginal community, establishing a partnership of trust and mutual respect.

New innovative approaches included a cultural and environmental scan focused on partnering with patients to identify cultural responsiveness and awareness of the facility. Findings of the scan and solutions identified included cultural history sustainability, clinical pathways and patient journey experience.



A reconciliation event and NAIDOC celebrations were held, featuring Aboriginal dance students from a local primary school plus a welcome and reconciliation talk by a local Aboriginal Elder. Vital links were established with multiple key stakeholders, networking and information sharing, connecting care, resources and funding.

The project was evaluated using 75 patient, and 124 staff surveys.

Key achievements

Partnering with the Aboriginal community and other key stakeholders has been the key to enabling sustainable outcomes, gaining community trust and support and “changing the way we do business”.

Eighty per cent of staff completed the Aboriginal identification training DVD and surveys. Education, orientation for staff including medical officers, increased presence of Aboriginal Health Workers plus increased awareness of services available for Aboriginal clients, has increased staff confidence in asking all patients who present to hospital about Aboriginality. This has resulted in an 84 per cent increase in the number of patients who received follow up care, and a 35 per cent reduction in patients who did not wait or left against medical advice.

Acknowledgements

- Aboriginal Identification in Hospitals Quality Improvement Project, St Vincent’s Hospital Melbourne.
- Bathurst Aboriginal Community representatives
- Western Medicare Local
- Arts Out West Coordinator
- Koori Interagency Group
- Aboriginal Education Consultative Group



One simple question could help close the gap

If you or your children are of Aboriginal or Torres Strait Islander Origin, Please tell our Staff

Whether you are Aboriginal, or Torres Strait Islander, both, or neither, your answer to this question is important.

Why? Because the Health Service needs to collect information about each person presenting to our facility so that we can plan and provide the right services to the right people at the right time.

This question is asked of all patients, regardless of appearance, country of birth, or whether they are personally known to this health service.

Whether you answer “yes”, “no” or “both”, you will receive the same high standard of health care that best meets your needs. Personal information you provide to this service is protected by a strict Privacy Act.

For More Information contact—1800 223 919