



FESTIVAL OF CONTAGIOUS IDEAS 2016



NEW SOUTH WALES
HEALTH INNOVATION
Symposium 2016

Collaborative Team

Equal access for the culturally and linguistically diverse community South Western Sydney Local Health District

Challenge

Statistics showed there was a disparity between the time it took for clients from the culturally and linguistically diverse community (CALD) to access to Fairfield Orthopaedic Hip and Knee Service appointments, compared to the remainder of the population.

The aim of the project was to achieve equality in access to an initial consultation. It was identified that the booking process for this community was more complex than that of the English speaking population with very little to no involvement of the client. Appointments were made based on interpreter availability as opposed to negotiation with the CALD clients. English speaking clients were contacted by phone with a suitable time negotiated.



Solution

The project team collaborated with consumers to investigate the reasons for delayed or failure to attend appointments. A revised patient centred process was developed and changes made, including contacting



next of kin (or English speaking relative), adjustment of appointment letters and confirmation with client/next of kin the week prior to the appointment. This led to a change in the way CALD community bookings are made with emphasis on negotiating a time with the next of kin prior to interpreter services being contacted.

Results

Thanks to the initiative, the number of clients from the CALD community who

are able to access an initial appointment within one month is similar to the English speaking population. Following implementation this improved from five per cent to 40 per cent for the CALD community and from 35 per cent to 45 per cent for English speaking clients. Through a collaborative team approach, we are bridging the gap in access for CALD clients. This project has been shared across other sites with similar programs through the Agency for Clinical Innovation.

