



FESTIVAL OF CONTAGIOUS IDEAS 2016



NEW SOUTH WALES
HEALTH INNOVATION
Symposium 2016

PATIENTS AS PARTNERS

Aboriginal wellbeing hospital discharge journey booklet Mid North Coast Local Health District

Challenge

The Mid North Coast Local Health District disparity of health outcomes between Aboriginal and Non Aboriginal people is evident in all key performance indicators, including unplanned readmissions to hospitals within 28 days of discharge.

Ineffective discharge planning and follow-up treatment after hospitalisation contributes to poorer health outcomes and increased unplanned readmissions because of deteriorating health.

Resources used for general patient discharges did not reflect a partnership with Aboriginal consumers, and were not culturally appropriate.

Solution

The Aboriginal Wellbeing Hospital Discharge Journey Booklet gives



Aboriginal patients, families and carers a culturally appropriate resource which assists in planning hospital discharge.

The booklet supports the process from



admission to discharge and follow-up and has the ability to be used as an individualised care plan across all specialties.

As a communication and planning tool, it outlines key areas for patients and carers to consider, plan and deliver in their discharge process.

Results

Collaboratively, a culturally appropriate booklet was developed and used in health facilities across the District, which opens communication lines between patient, families and service providers.

A partnership was established with stakeholders including Aboriginal consumers, community controlled Aboriginal medical services, primary

health networks and health facilities.

The booklet provides improved patient and provider understanding of requirements to gain improved health outcomes by effective discharge planning, during and after, discharge from hospital.



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