



IN ACTION CONFERENCE

Yarning Together

Collaborative Strategies for First Nations Health Improvements

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Acknowledgement of Country

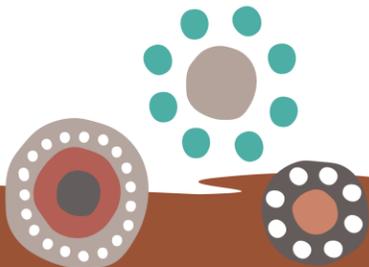
Baugull Nyungai – Yugambah

Gurumba Bigi – Yugarabul

Maroomba Biggee – Jandai

We acknowledge the Traditional Custodians of the land on which we live and work, and of the many different nations across the wider Brisbane south region.

We pay our respects to the Elders, past, present and emerging, as the holders of the memories, the traditions, the culture and the spiritual wellbeing of the Aboriginal and Torres Strait Islander peoples across the nation.



Key Priority Areas

SEQ First Nations Health Equity Strategy Key Priority Areas

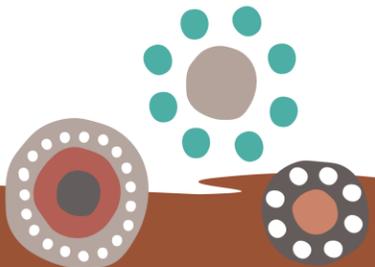
- **KPA1 Cultural Safety:** Actively eliminating racial discrimination and institutional racism within services.
- **KPA2 Access:** Increasing access to healthcare services.
- **KPA3 Determinants:** Influencing the social, cultural, and economic determinants of health.
- **KPA4 Delivering Quality Healthcare:** Delivering sustainable, culturally safe, and responsive healthcare services.
- **KPA5 Service Delivery Partnerships:** Working with First Nations people, communities, and organisations to design, deliver, monitor, and review health services.
- **KPA6 A Strong and Capable Workforce:** Strengthening the First Nations health workforce.



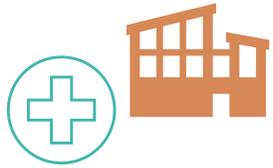
Project Overview



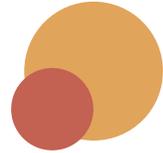
This project highlights a partnership between MSPHU, BSPHN and the IUIH to provide support and upskilling for mainstream general practice staff, aiming to elevate their capability to engage effectively with First Nations patients.



First Nations Quality Improvement Project



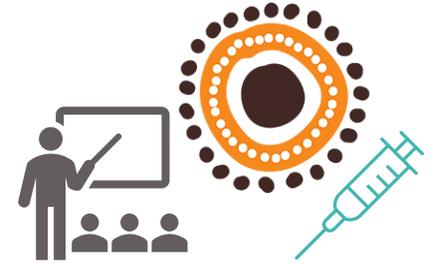
Brisbane South PHN relationships with mainstream General Practice and Quality Improvement knowledge



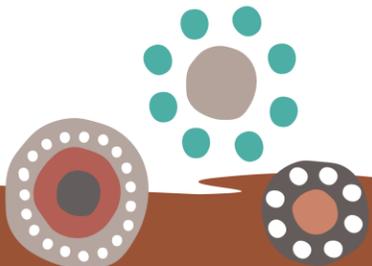
IUIH - IIAMPC to deliver cultural awareness training and utilisation of community services and resources



Metro South Public Health Unit to lead targeted immunisation initiatives.



An integrated approach to advancing healthcare access, delivery and cultural safety across First Nations communities.

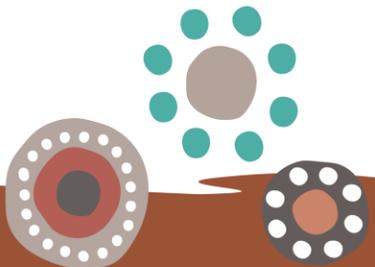


General Practice Key Activities

To enhance overall health outcomes for First Nations communities the project focused on improving access to and uptake of immunisation services and Health assessments.

Included and not limited to:

- Identifying First Nations patients – Ask the Question?
- Introducing the pre-vaccination screening tool
- Training and resources provided to general practices
- Accessing the Australian Immunisation Register (AIR)
- Primary Sense - Brisbane South PHN Data extraction tool
- Implement data cleansing and routine reporting for Immunisations and Health assessments
- PRODA



Fostering Greater Connections and Collaboration

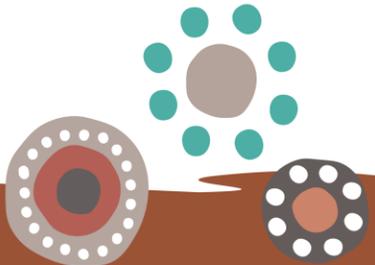
Institute for Urban Indigenous Health

Integrated Team Care

- In practice culturally safe services
- Care coordination for patients with Chronic disease
- Close the Gap initiatives

Assisting patients to

- attend GP appointments and services
- access a Health worker
- Transport: Uber Health, Taxi voucher
- Health assessment resources for the patient and the practice
- Cultural posters and brochures



Project Achievements



18 General practices participated in the project



91 Health professionals received training



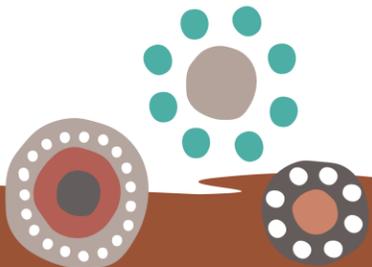
260 Immunisations administered & 180 Shingles vaccines administered



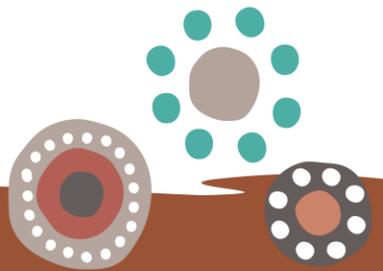
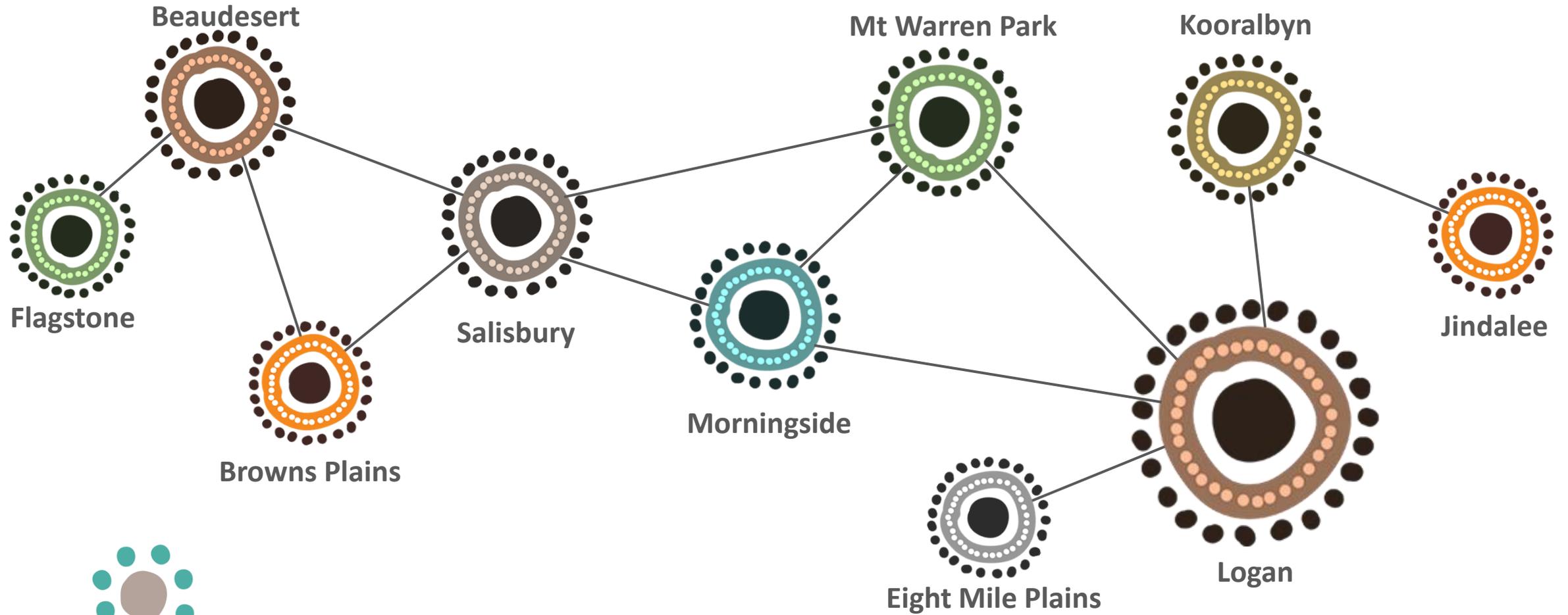
167 General practice & 148 Pharmacies Integrated CTG (IUIH)



39 practices partnered with IUIH to implement PDSA's

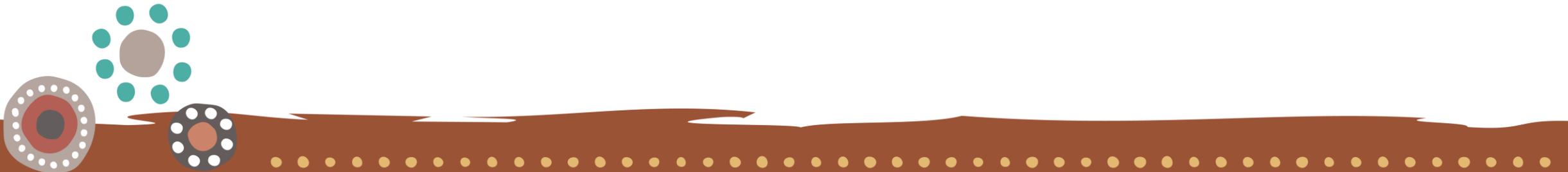


Participating Clinics



IIAMPC Team – Working Together

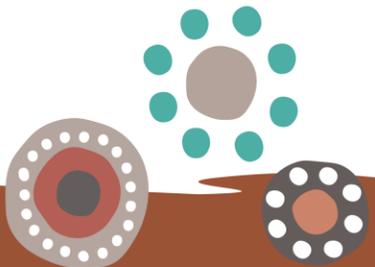
- Presenting at the Brisbane South PHN First Nations Roadshow in areas of need
- Joint visits to develop relationships and assist with training
- Promotion of services
- Helped practices to make culturally safe changes (incl Uniforms)
- Improved delivery of healthcare to mob after joint visits to mention a few.... Over the last few years



Reflection on Partnership Outcomes

The collaboration between Brisbane South PHN, the Metro South Public Health Unit, and the Institute for Urban Indigenous Health (IUIH) has led to significant improvements in healthcare for First Nations communities:

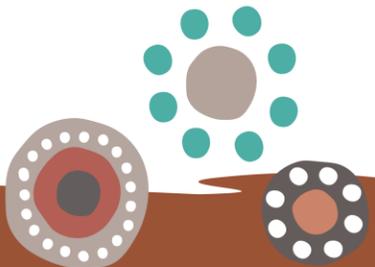
- **Enhanced Cultural Safety:** Training provided by IUIH has equipped over 90 healthcare professionals with essential cultural sensitivity skills, improving interactions and ensuring more culturally safe practices.
- **Stronger Provider Engagement:** Targeted resources and training have strengthened the relationship between First Nations patients and healthcare providers, fostering better communication and trust.
- **Effective Quality Improvement:** The adoption of quality improvement initiatives, including PDSA cycles, has refined healthcare delivery and enhanced service quality.



Barriers

Barriers to the patient journey that still need to be overcome

1. **Cultural Barriers:** Culturally safe practices and miscommunication between patients and healthcare providers.
2. **Access Issues:** Geographic isolation and limited availability of services.
3. **Resource Gaps:** Outdated or insufficient resources at healthcare facilities.
4. **Data Integration:** Fragmented health data systems affecting care continuity.
5. **Training Needs:** Staff training and upskilling on First Nations health needs.
6. **Financial and Systemic Challenges:** Costs and systemic issues affecting access.
7. **Community Trust:** Building and maintaining trust within First Nations communities.



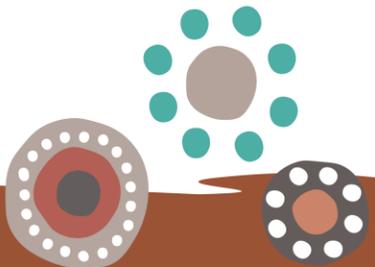
Learning and Recommendations

1. Comprehensive cultural safety training

- Focus: Implementing comprehensive cultural safety training for healthcare providers.
- Growth: Other regions can adopt similar training programs, tailored to local needs, to enhance cultural competence in healthcare settings.
- Outcome: Improved patient trust and engagement by making healthcare environments more culturally respectful and responsive.

2. Improving Access to Immunisation Services

- Focus: Integrating data systems and streamlining immunisation processes.
- Data Integration: Use of the Australian Immunisation Register (AIR) to manage records and follow-ups.
- Growth: This approach can be replicated in other regions to enhance the efficiency of immunisation services and ensure timely follow-ups.
- Outcome: Increased immunisation rates and better management of patient records, leading to improved health outcomes.



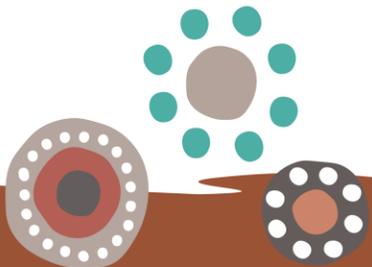
Learning and Recommendations

3. Strengthening Community Engagement and Partnerships

- Focus: Building strong partnerships with First Nations communities and organisations.
- Community Involvement: Engaged First Nations leaders and community organisations in program planning and implementation.
- Growth: Other programs can replicate this model by involving local communities in co-design and decision-making processes.
- Outcome: Greater community trust and more effective, culturally tailored healthcare solutions

4. Moblink

- Focus: Improved access to transport solutions
- Process: When confirming appointments, ask patients if they need transport assistance
- Use SMS reminders: general practice tools to confirm their transport needs and coordinate with MOBLINK for arrangements.
- Outcomes: increased appointment attendance and improved patient satisfaction with transport services





Unity and Immunity

by Tallulah Mewett

Aboriginal and Torres Strait Islander people have long used native flora and fauna to heal injury and treat sickness. Tallulah's artwork is inspired by the traditional healing practices of Australia's First Nations peoples. Using motifs and concepts from the natural world, the art piece expresses ideas of community, immunisation, and the effort to close the health gap for First Nations people. The circles at the painting's base symbolise the journey's beginning.

The kangaroo apple (*solanum laciniatum* and *solanum aviculare*) within the circles are fruits traditionally used by First Nations peoples to ease swollen joints and create anti-inflammatory infusions. Flowing lines throughout the piece represent rivers systems.

They signify the long journey towards closing the gap, as well as the general practices and health care services that connect us to care in southeast Queensland, just as our waterways once connected people and places. Hand motifs are painted to show the motion of closing the gap and protecting people on their journeys.

Their footprints can be seen next to the rivers as they walk together alongside general practice. The honey ants at the centre of the piece are an artistic interpretation of modern immunisation, referencing how First Nations people used honey ants to keep infections at bay and to treat sore throats. The largest circle at the top of the piece signifies a gathering place for reflection, emphasizing communication and dialogue as vital components for enhancing health care for all.



THANK YOU

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