

Creating a Culture of Health: A Crucial Role for Health Services is Asking the Question improving health outcomes for First Nations people.

PRESENTATION

MICHELLE LAWRENCE

ABORIGINAL CLINICAL LEADER NSLHD

PROJECT TEAM : ALICE LANCE, JAROD HAMILTON. FRANCESCA CONIGILIO , MAHITHA RAMAKRISHNA.

Acknowledgment

- ▶ I acknowledge the Traditional Custodians of the land on which I work and live, and recognise their continuing connection to land, water and community. I pay respect to Elders past, present and emerging. I would like to acknowledge the all nations represented today.
- ▶ I would like to acknowledge the traditional lands of the *Dharug, Cammeray gal and Guringai local Aboriginal Nation where NSLHD health services are located* . I pay respect to Elders past, present and emerging. Their connection to the land and the waterways and for being the care takers of this great nation.

Mental health service planning for Aboriginal people in New South Wales

- ▶ A report released by the Auditor-General for New South Wales, Margaret Crawford, has found that NSW Health is not forming effective partnerships with Aboriginal communities to plan, design and deliver appropriate mental health services. There is limited evidence that NSW Health is using the knowledge and expertise of Aboriginal communities to guide how mental health care is structured and delivered.
- ▶ Mental illness (including substance use disorders) is the main contributor to a decrease in life expectancy and higher mortality in the Aboriginal population of New South Wales.
- ▶ The burden of disease and premature death at rates that are 40 per cent higher than the next highest chronic disease group.

1. Australian Burden of Disease Study: Impact and causes of illness and death in Aboriginal and Torres Strait Islander people 2011 (unaudited).
2. Australian Institute of Health and Welfare data 2016–17 (unaudited).
3. NSW Health, The Aboriginal Health Plan 2013-2023.

Key Findings

- ▶ NSW Health does not have a clear picture of the mental health service use patterns of Aboriginal people.
 - ▶ Planning is not sufficiently targeted to ensure mental health services are available in locations where they are needed.
 - ▶ NSW Health is not targeting sufficient resources to support Aboriginal mental health patients to stay well at home and avoid hospitalisation.
 - ▶ There is limited case coordination as patients move from one service to the next.
-
- ▶
 1. Australian Burden of Disease Study: Impact and causes of illness and death in Aboriginal and Torres Strait Islander people 2011 (unaudited).
 2. Australian Institute of Health and Welfare data 2016–17 (unaudited).
 3. NSW Health, The Aboriginal Health Plan 2013-2023.

So how do we improve the health outcomes for first nation people.

- ▶ The Aboriginal and Torres Strait Islander understanding of health is **holistic**: Aboriginal health does not mean the physical wellbeing of an individual, but refers to the social, emotional, and cultural wellbeing of the whole community. For Aboriginal people this is seen in terms of the whole-life-view.
- ▶ In 2018 NSLHD recruited the Clinical Leader for Aboriginal health with clear expectations to improve our relationship with the first nation community and engage, listen, inform and invite; to build a service that is welcoming , staff are culturally engaging , where people can feel welcome and people can address their health concerns.

Asking the Question is a mandated Question for all NSW Health employees.

- ▶ So why do we continue to not ask
- ▶ What are the barriers
- ▶ Why do people not self – identify - We needed to know
- ▶ We engaged our staff with a survey with key questions about identification.
- ▶ .

Staff Survey

Are you of Aboriginal and/or Torres Strait Islander Origin? Five quick questions about 'asking the question'

Quiz Summary



STATISTICS

Lowest Score
6%

Median
63%

Highest Score
100%

Mean: 62%

Standard Deviation: 25%

Question Ranking

QUESTIONS (4)

	DIFFICULTY	AVERAGE SCORE
Q3 How often do you 'ask the question' when you interact with patients/consumers in your work?	1	59%
Q5 How confident are you about knowing what to do if a patient/consumer identifies as either Aboriginal or Torres Strait Islander?	2	59%
Q2 How confident do you feel to 'ask the question'?	3	70%
Q1 How would you rate your awareness of why we need to 'ask the question'?	4	78%

Partnering with Consumers

- ▶ Whilst NSW Health is committed to improving the health and wellbeing there are many factors that actually impact engagement with community.
- ▶ Staff needed more education on why we ask , the importance of asking and better monitoring was required.
- ▶ Consumers felt disengaged but not being asked, not being linked to Aboriginal health services , not feeling that staff had a cultural understanding of their social and emotional wellbeing.
- ▶ Mental Health , Drug and Alcohol , developed a project team to look at ways that would create culturally welcoming environments and began consultation with the Dharug, Cammeragal and Guringai communities.

Consultation with community

- ▶ NSLHD engaged with the community of first nation people across the age span. We also engaged our staff with surveys.
- ▶ Over 500 hours of attending, women's groups , youth groups, men's groups, Attending community events.
- ▶ Key themes emerged that consumers were not being asked the question of Aboriginality , our environments were not welcoming.
- ▶ They did not feel the service met their cultural needs.
- ▶ Staff did not feel comfortable to ask for fear of repercussion.

What we heard from our community.

- ▶ Lack of identification , leads to lack of engagement and lack of consumers feeling welcome. This leads to early discharge, discharge against medical advice, not likely to follow up with community services and ultimately not addressing their health concerns and the gap not closing.

Collaboration

- ▶ Over the period of 2018 – 2019, the Asking the Question project commenced. The project was the first of its kind where it was community led.
- ▶ The Video was chosen as an alternative to a poster or other promotional material.
- ▶ The local Darug community provided the language and wrote the script with the project team
- ▶ A animation company led by An Aboriginal animated helped with the design. The video was launched in November 2019 with attendance from over 50 community members, who celebrated the launch and spoke of the importance of consultation.

Asking the Question Animation

► https://m.facebook.com/watch/?v=526840121400541&_rdr



Hey you mob,
tell them you're here!



Health
Northern Sydney
Local Health District



NSLHD would like to acknowledge
and pay our respects to the traditional
custodians of the country upon which
we meet and work: The Gai- mariagal,
Guringai and Dharug Peoples.

Their spirit can be found across the
region and we honour the memory
of the ancestors, Elders, past present
and emerging.

As we endeavour to serve the health
needs within the community, we
recognise the importance of the land and
the waters, as an integral part of people's
health and well-being

We are all just visitors to this place.

We are just passing through.

***Our purpose here is to observe and
learn, to grow and to love***

... And then we return home.

Australian Aboriginal Proverb



Health
Northern Sydney
Local Health District

Hey you mob,
tell them we're here!



Health
Northern Sydney
Local Health District



Launch of Animation – Consumer feedback



Feedback From Community

- ▶ *"Since the animation, (now) I am asked every time, it is part of who I am, I feel respected and now trust the worker."*
- ▶ *"I see the staff and other consumers know more about my people. They understand me better, they know where I come from...I learn more about me and my culture as everyone includes it as part of my plan".*
- ▶ *"I was sitting in ED one day and saw the animation, I saw many non-aboriginal people watching it and saying to their family, and did you know they live 25 years less, what a shame. I felt that people understood our trauma....I was asked the Question and... referred to the Aboriginal Liaison Officer. We are often overlooked in Northern Sydney; the animation is bright and very cultural, if I am not asked now I feel comfortable to raise."*
- ▶ *"The animation makes me proud, I was part of that, I helped change for the next generation, I tell all my mobs, to self-identify."*

Launch



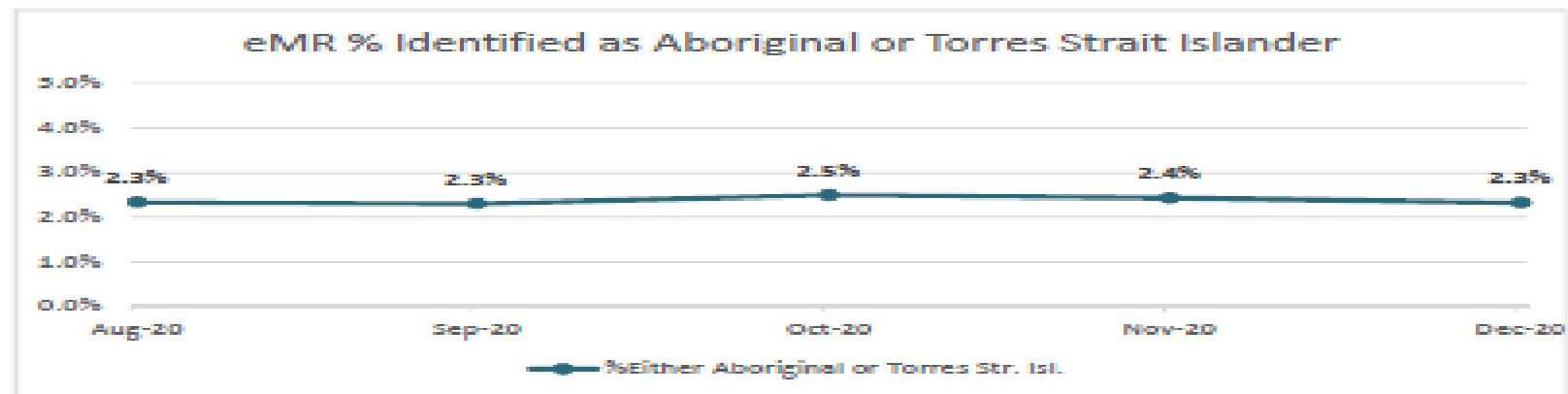
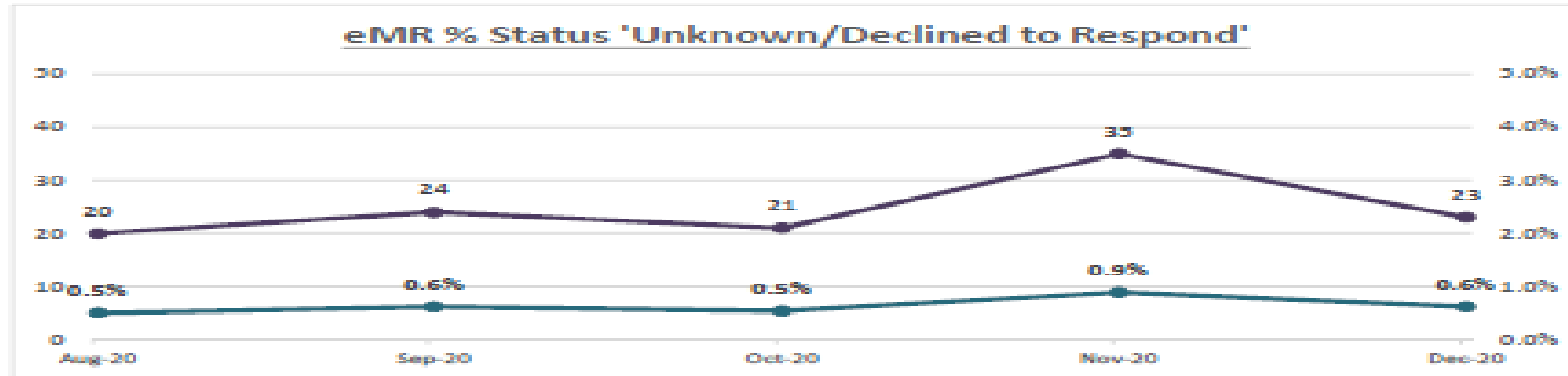
Continuous collaboration

- ▶ The video is displayed on loop in many of our areas, including emergency and clinic 16.
- ▶ Over 5000 hits on Facebook and other social media outlets.
- ▶ Many other services have picked up the animation including, Hunter New England and Sydney local health districts. The video is displayed across The health info net and the Primary Health networks. Many other services have expressed an interest in the animation.
- ▶ Utilised as training for orientation and for staff development days.

Ongoing Improvements

- ▶ Data collection – list of unknowns sent back to service. Must engage with consumer and correct unknown to identified or non identified.
- ▶ Ongoing training and development across mental health
- ▶ Cultural champions across the network
- ▶ Collaboration with many agencies, education, welfare, Aboriginal Medical services.
- ▶ Traditional cultural health practices – Ngangkari
- ▶ Environmental changes – murals, language
- ▶ Incorporation of language and acknowledgement at all meetings, events and community engagement.
- ▶ Women's, youth and men's groups with representation of both Aboriginal and non Aboriginal staff
- ▶ Cultural practices, smoking ceremonies.

Data



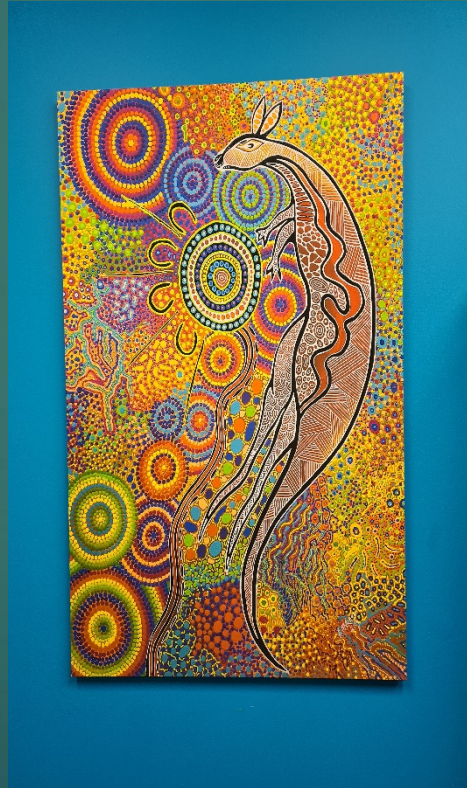
Data

DISCHARGE_DATE		(blank)													
Count of INDIGENOUS_STATUS	Month	Column Labels	Neither Aboriginal/Torres Strait Is		Aboriginal Origin		Torres Strait Islander Origin		Both Aboriginal & Torres Strait Is		Declined to Respond		Unknown		Grand Total
	31/08/2020		3872	79	7	7	7	7	13	13	17				3985
	30/09/2020		3795	80	6	4	8	16							3909
	31/10/2020		3765	85	6	6	6	15							3883
	30/11/2020		3811	81	7	8	13	22							3942
	31/12/2020		3633	77	5	5	6	17							3743

Our commitment

- ▶ NSLHD is committed to improving the health outcomes for our first nation people.
- ▶ Our continuous data collection is utilised to ensure consumers are identified on arrival, staff are trained to identify, refer, engage and collaborate to show our respect and commitment to improving the health and welfare of our first nation people.
- ▶ Our environments are welcoming with displays of artwork and banners that welcome our first nation people.
- ▶ Cultural practices , Birth , End of Life
- ▶ We have committee members from our community to continue to build relationships and to work together to close the health gap and to ultimately improve mental health with our community.

Environments



Any Questions - Thankyou

► Thankyou

