

PARTNERSHIPS MATTER

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An evaluation of the **Refugee Health Connect (RHC)** model which aims to deliver better care to people from a refugee background and address issues of access, quality and care coordination



Refugee Health Connect is a partnership between Brisbane South PHN, Brisbane North PHN, Mater Health Services and Metro South Hospital and Health Service.

AIM of the evaluation

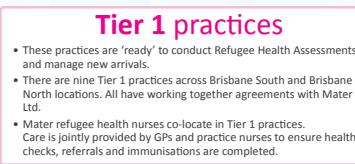
TO EVALUATE RHC'S EFFECTIVENESS IN TWO KEY AREAS:

1. Building refugee health capacity in primary care
2. Connecting people from a refugee background to primary healthcare services

METHODOLOGY

MIXED METHOD EVALUATION
USING QUALITATIVE AND
QUANTITATIVE DATA INCLUDING
THE FOLLOWING:

1. Document reviews - Working Together Agreements, minutes, TOR, reports
 2. In-depth case studies - examination of two Tier 1 practices
 3. Analysis of quantitative data including number of referrals, number of practices engaged, instances of support
 4. In-depth data from one Tier 1 practice - health assessments completed and billed
 5. Two surveys of partners and clinicians to identify satisfaction with model and partnership approach
- (Data gathered over the calendar years 2014–2015)



MIRHS nurses co-located

- Areas of support:**
- Health summary
 - Up-skilling of team
 - Resources
 - Informal support

Tier 2 practices

- These practices provide ongoing care beyond the initial health assessment process. PHNs provide refugee health resources on a needs basis through RHC.
- Most Tier 1 practices evolve into Tier 2 practices since most patients continue on for medical care.



EVALUATION FINDINGS

TAKE HOME MESSAGES

LINKS

953 refugees (95% of total arrivals in Brisbane) have been linked to a primary care practice during the 2014/15 period

CAPACITY BUILDING

- Engagement of 11 Tier 1 and Tier 2 practices
- Support for 46 practices and 30 practice visits (48 visits in total)
- Peer-to-peer support and education for nine practices by Clinical Leads
- 94 calls for support made to the 'one point of call' number – Refugee Health Connect: 07 3864 7580
- Increased use of interpreters and improved cross-cultural knowledge
- Six training sessions on refugee health specific topics for primary care. Average attendance was 45 participants. RACGP points approved
- Resources have been developed and are available online. Go to: www.materonline.org.au/services/refugee-services/refugee-health-resources

INCREASED ACCESS

Billing for a health assessment item increased at one Tier 1 practice, from 34% of patients in 2013, to 90% in 2015

1. Multi-layered partnerships are critical to the success of the operation
2. The partnership has given significant momentum to the announcement by Queensland Minister for Health of the first Queensland Refugee Health and Well Being framework (March 2016)
3. Model is highly transferable to other hard to reach populations and provides insight into the complex primary care sector
4. Creates sustainable changes to improve patient access, quality and care coordination



STAKEHOLDER SURVEY

- ⇒ CIRCULATED TO 69 STAKEHOLDERS
- ⇒ RESPONSE RATE OF 46% (incl 12 GPs)

⇒ RESULTS INDICATE HIGH LEVELS OF SATISFACTION WITH THE RESOURCES DEVELOPED AND DISTRIBUTED BY RHC

PARTNERSHIP SURVEY

- ⇒ CIRCULATED TO 50 PARTNERS
- ⇒ RESPONSE RATE OF 40% (incl 55% (n=11) OF RESPONDENTS INVOLVED WITH THE PARTNERSHIP SINCE IT BEGAN)
- ⇒ RESULTS INDICATE HIGH LEVELS OF SATISFACTION (80–85%) WITH THE QUALITY AND EFFECTIVENESS OF THE PARTNERSHIP

See our websites for more information about Refugee Health Connect
www.materonline.org.au
www.bsphn.org.au