

## Continuous Quality Improvement (CQI)

## Creating a culturally safe health environment for Aboriginal and Torres Strait Islander Peoples

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| **CQI steps** | **Ask-Do-Describe** |
| **Data report 1 - baseline** | **First CQI meeting**  | **Why do we want to change?** |
| * Gap
 | Indigenous Australians experience poorer health than non-Indigenous Australians, but they do not always have the same level of access to health services. A culturally appropriate healthcare environment is essential to support Aboriginal and Torres Strait Islander People who attend or wish to attend mainstream general practices.General practices play an important role to create, support and increase culturally safe health environments and provide opportunities to increase Aboriginal and Torres Strait Islander Peoples participation in healthcare, ensuring a holistic approach, provided by mainstream general practices on the Gold Coast. |
| * Benefits
 | An increase in the confidence of Aboriginal and Torres Strait Islander People to access mainstream general practices, may support patients to feel assured in the health care they can receive within their community and reduce risks of chronic diseases. As a result, the primary health care provided to Aboriginal and Torres Strait Islander People may be improved and better health outcomes may be achieved, to include physical, social, emotional, cultural, spiritual and ecological wellbeing. <https://www.health.qld.gov.au/__data/assets/pdf_file/0022/157333/patient_care_guidelines.pdf> -Cultural Safety Training within the workforce, has led to an increase in awareness and confidence for practice staff to provide a holistic approach to the health care needs of Aboriginal and Torres Strait Islander Peoples. This will then enable the health care team to confidently and appropriately complete Health Assessments which can offer access to additional services which can help Close the Gap in health and life expectancy between Aboriginal and Torres Strait Islander Peoples and non-Indigenous Australians.<https://www.natsihwa.org.au/sites/default/files/natsihwa-cultural_safety-framework_summary.pdf>  |
| * Evidence
 | Staff participation in cultural safety and awareness training will help build the capability of the health care organisation to deliver a culturally appropriate health service to the Aboriginal and Torres Strait Islander Peoples.<https://www.naccho.org.au/wp-content/uploads/NACCHO-CQI-Framework-2019.pdf>[National Guide for a preventive health assessment for Aboriginal and Torres Strait Islander people: Evidence base](https://www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Resources/Evidence-base-to-a-preventive-health-assessment-3rd-edition.pdf) [Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033 (3.84MB pdf).](https://www.health.qld.gov.au/__data/assets/pdf_file/0014/156200/cultural_capability.pdf) |
| **What** do we want to change? |
| * Topic
 | Creating a physical, culturally safe health environment with the aim to support closing the health and life expectancy gap between Aboriginal and Torres Strait Islander Peoples and non-Indigenous Australians within a generation.  |
| * Scope
 | Total number of Aboriginal and Torres Strait Islander patients registered in the practice.  |
| **How much** do we want to change? |
| * Baseline (%)
 | Percentage of Aboriginal and Torres Strait Islander patients that are currently registered in the practice |
| * Sample (number)
 | Number of active patients  |
| * Target (%)
 | Consider monitoring increased number of Aboriginal and Torres Strait Islander patients registered at the practice and increased number of health assessments completed.[https://help.pencs.com.au/display/CR/Identify+patients+eligible+for+an+annual+715+Aboriginal+and+Torres+Strait+Islander+Health+Assessment](https://help.pencs.com.au/display/CR/Identify%2Bpatients%2Beligible%2Bfor%2Ban%2Bannual%2B715%2BAboriginal%2Band%2BTorres%2BStrait%2BIslander%2BHealth%2BAssessment) |
| * Preparedness
 | All practice staff agree this is a priority and to participate in Cultural Safety Training |
| **Who** are involved in the change? |
| * Leads

Contributors | All practice staff PHN  |
| * External
 | Indigenous Health Project Officer - Provides support and consultation for practices to create a culturally appropriate environment and confidence in providing a holistic approach to health care needs.PHN Cultural Safety Training. |
| **When** are we making the change? |
| * Deadlines
 | Start date dd/mm/yyyy End Date dd/mm/yyyy Consider how long it will take to contact outside stakeholders and the timescale that may be needed to implement any changes required to create a more culturally inviting and welcoming environment for patients in the practice. |
| **How** are we going to change? |
| * Potential solutions
 | **Demonstrating a commitment to providing a culturally physical safe environment, could include**:* Consider purchase of the Aboriginal and Torres Strait Islanders flags and cultural artwork to display in the practice

This will provide a visible symbol of respect and demonstrate to new and registered Aboriginal and Torres Strait Islanders that the general practice recognizes First Peoples and actively seeks to promote a sense of community and belonging. * Free health promotion brochures and posters can be accessed here <https://www.gethealthynsw.com.au/health-professionals/free-resources/#head-3>
* Registering for the PIP Indigenous Health Incentive

<https://www.servicesaustralia.gov.au/organisations/health-professionals/forms/ip017>**Improved communication between health care provider and patients in practices could include:*** Consideration of Aboriginal and Torres Strait Islander culture and languages is considered in decision-making about health care needs, including the use of interpreter and support services, at all points of contact throughout the consumer journey, particularly when informed consent is required
* Practice staff have access to resources and training to guide and support culturally safe communication with patients – (e.g.: access to Kalwun outreach workers, Indigenous Health Project Officer)
* Consider reviewing practice patient information collection sheets and adapt to be more culturally appropriate if necessary.
* <https://www.racgp.org.au/FSDEDEV/media/documents/Faculties/ATSI/Identification-of-Aboriginal-and-Torres-Strait-Islander-people-in-Australian-general-practice.pdf>
* Practice to work with Indigenous Health Project Officer to develop and provide newsletters at the front desk and posters about reconciliation week, NAIDOC week and key events.
* **Upskilling of Cultural Competency - workforce development and training**
* Cultural training workshop provided face to face by facilitator and supported by Aboriginal and Torres Strait Islander health professionals and/or Aboriginal and Torres Strait Islander people with cultural expertise and/or authority and the Indigenous community members.
* <https://gcphn.org.au/practice-support/support-for-general-practice/cultural-safety-training/>
* Cultural training provided via online learning enables individuals to engage with information at their own pace and in the environment, which is most supportive to their learning needs. <https://www.racgp.org.au/the-racgp/faculties/atsi/education/post-fellowship/cultural-awareness-and-cultural-safety-training>
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| * Select
 | Seek input and feedback on potential solutions (above) and discuss with the team which ideas you will implement and who will be responsible for each task |
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| * **Implementation**
 | * Implement
 | **Demonstrating a commitment to providing a culturally physical safe environment, practices may consider:** * Practice may purchase Aboriginal and Torres Strait Islanders flags on <https://www.flagworld.com.au/>
* Display the flags in prominent locations including on the reception desk, the main entrance door
* Practice may purchase local artwork

**Improved communication between health care provider and patient in practices may include:** * Incorporate ‘Are you of Aboriginal or Torres Strait Islander origin?’ in all patient collection forms
* Encourage staff participation in Aboriginal and Torres Strait Islander cultural celebrations through attending at least 2 key significant events in the general practice:
1. NAIDOC week (end of July)
2. Reconciliation week (end of May)
* <https://www.naidoc.org.au/resources/get-your-poster>

**Cultural competency - Workforce development and training** * Practices to ensure Cultural Safety Training offered to all new and existing staff and attendance certificate kept on file
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| * Record, share
 | *Documentation of plan to meet PIP QI requirements. Use team meeting minutes as a record of your activities or document meetings in* [*PIP QI Meeting template*](https://gcphn.org.au/wp-content/uploads/2020/02/CQI-Practice-Meeting-Template.docx)*. Plan date for review meeting to assess progress.*  |
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| **Data Report 2****Comparison** | **Final CQI meeting**  | **How much** did we change? |
| * Performance
 | *Did you achieve your target?**If not, consider new activity to test as above* |
| * Worthwhile
 | *Did the activity provide the outcome expected?* *Did this process provide patients with the required information and services?*  |
| * Learn
 | *What worked well? What could you improve upon? What could you carry forward into other areas in your practice?* |
|  | **What next?** |
| * Sustain
 | ***Maintenance*** *- Update processes and inform staff to ensure integration into usual business (example below).* * *Reception to ask all patients: “Are you of Aboriginal or Torres Strait Islander origin”*

*Consider any other new changes identified during the activity* |
| * Monitor
 | * *Ensure Cultural Awareness training is offered to all new and existing staff and copy of attendance kept on record*
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