

When it comes to fixing the gaps  
and improving the journey



Some things seem impossible  
to achieve...



# Aboriginal Patient Journey Program

Fixing the Gaps and Improving  
the Patient Journey



**Government  
of South Australia**

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SA Health



## A journey example to start you thinking...


Take a minute to think about the type of journey faced by rural and remote Aboriginal people when they need to come to a regional or metro hospital. Put yourself in this position.

How do you get to the hospital?

How will you manage the trip to the hospital?

What do you do when you get there?

Why is this happening to you?



# Fixing the Gaps and improving the Patient Journey – Country Health SA Program responsibility

Through the *COAG National Partnership Agreement on Closing the Gap in Indigenous Health Outcomes* Country Health SA in partnership with the metropolitan health regions has implemented the **Closing the Gaps and Improving Patient Journey Program** by employing Aboriginal Patient Pathway Officers (APPO's).

The aim is to enhance the quality, safety and continuum of care for Aboriginal people who are referred from rural and remote SA to metropolitan and country general hospitals and to work closely with the Aboriginal Step Down Services in Ceduna, Port Augusta and Adelaide.



# Aboriginal Patient Pathway Officer Locations

## **Metropolitan Hospitals:**

- > Royal Adelaide Hospital
- > Queen Elizabeth Hospital
- > Lyell McEwin Hospital
- > Women's and Children's Hospital
- > Flinders Medical Centre
- > Rural Remote Mental Health Service – Glenside Campus

## **Country Hospitals:**

- > Berri
- > Ceduna
- > Coober Pedy
- > Maitland
- > Murray Bridge
- > Mount Gambier
- > Port Augusta x 2 (support APY Lands)
- > Port Lincoln
- > Whyalla



# The Aboriginal Patient Pathway Officer Role

- Primarily an administrative role
- Consultative Approach
- Achieving measures and milestones
- Complement and support



# Role of the Aboriginal Patient Pathway Officer

## **Build resources and Capacity**

- Research
- Care plans
- Patient satisfaction
- Run patient focus groups



# Role of the Aboriginal Patient Pathway Officer

## **Develop linkages**

- Identify key staff
- Meet with individual patients and staff
- Run workshops



# Role of the Aboriginal Patient Pathway Officer

## **Identify opportunities**

- Identify and record barrier
- Discuss barriers with team leader
- Bring to APPO Network to seek strategies
- Take recommendations back to supervisor and key staff



## COAG data from Aboriginal Patient Pathway Officers.

Clients supported  
Over 500 per month

Discharge Plans supported  
Over 100 per month

Client Referrals  
Over 600 per month

# Aboriginal Patient Pathway Officers – working on fixing the gaps



Helping to improve the patient journey and ensuring that patient care is delivered in the most appropriate setting.

Working in the hospitals with the staff to improve systems and delivery of patient centred care.

# What's been happening?



Working together and supporting each other is integral to the success of the APPO position.



## Statistical Accuracy

To ensure adequate funding is received and put where it is most needed we must have accurate statistics.



## Improving the hospital environment

There are a number of initiatives currently being explored and implemented within the hospitals.



# Improving systems

APPO's have been looking at current hospital systems and ways to improve them.



## Cultural Awareness & Respect

A critical part of improving the journey for Aboriginal clients is to ensure ALL staff participate in Cultural Awareness Training and familiarise themselves with the Cultural Respect framework, to increase their understanding of those in their care.

If we focus on where we need to be and work together, the seemingly impossible can be achieved.





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