

The culturally and linguistically diverse population perspective of safe self medication management

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Royal District Nursing Service

- **Australia's largest community nursing provider**
- **Metropolitan Melbourne and the Mornington peninsula**
- **Growth and diversification**

Background

- **58% of RDNS clients receive support with medicines (Royal District Nursing Service, 2009)**
- **CALD groups particularly vulnerable to medication mismanagement**

Medication- Improving Management Study Overview

This component of the study undertook **in depth interviews** with a **sample of people** who:

- **do not speak English and manage their own medication.**
- **do not speak English and manage medication for a relative**

Methodological considerations

- **Identifying communities of interest**
- **Recruiting people from the target communities- Greek, Italian, Macedonian, Croatian, Chinese and Vietnamese**
- **Use of culturally appropriate information sheets and consent form**
- **Addressing the language barrier**

Major themes from interviews

- 1. Overcoming the language barrier**
- 2. Making medication manageable**
- 3. Importance of support from family and friends**

Theme one

Overcoming the language barrier

Overcoming the language barrier

- Utilising health professionals who speak their language
- Writing information down
- Getting the information they need
- Developing trust with health professionals

Theme two

Making medication manageable

Making Medication manageable

- Integrating medication into daily routine
- Use of Dosette boxes and Webster packs
- Use of a written record about administration
- Using the same brand of medication
- Making notes regarding medication

Theme three

Importance of support from family and friends

Importance of support from family and friends

‘When I go to the doctor, I feel like I can communicate with her quite well. In case there is something more important, I have some of my friends who attend appointments with me’

(Participant 1)

Looking ahead

Major findings

- Proactive group who employed a number of strategies to remain independent in managing their medication
- Relationship with doctor and pharmacist critical in the management of medication.

Future research considerations

- Need to include CALD populations in research as limited data exists on these populations in relation to medication management

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