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One Divisions Journey of Involvement in Aboriginal Health

Presentation Acknowledgements:

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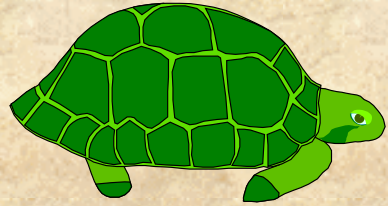
One Divisions Journey of Involvement in Aboriginal Health

**The Mid North Coast (NSW) of General Practice
has a long history of involvement and contribution
to the development of Aboriginal Health Care on
the Mid North Coast of NSW.**

Let us take you on that journey.....

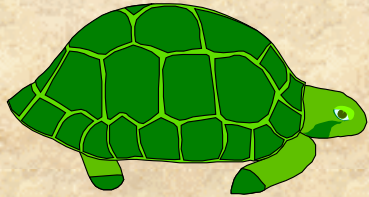
A Shining Example – Galambila Aboriginal Health Partnership

- **The Coffs Harbour Area has an Aboriginal population of approximately 4,500 people.**
- **There is a divergent Tribal and cultural history, with a large transient population.**
- **The local Aboriginal population have significant health problems, and have poor access and entry to mainstream services.**
- **There was an identified lack of culturally appropriate services in this Area, with no Aboriginal Medical Services, and a limited Aboriginal Health team.**



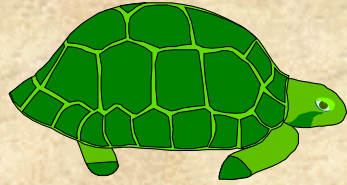
Galambila - The Beginning

- **It was realised that not one organisation could make the impact that would lead to long term sustainable change in the Health Status of the local community.**
- **A series of consultations were held with the local Aboriginal community and their elders. Aboriginal organisations provided support to the change process.**



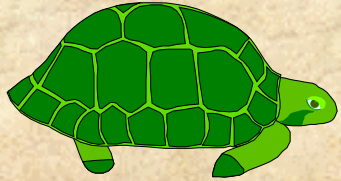
Galambila - The Beginning

- **More consultation with community, CDEP employer, Mid North Coast Division of General Practice, local OATSIH rep, regional Aboriginal Health Coordinator, nearby Durri AMS.**
- **This process lead to the formation of a unique development process, one that has been recognised as Best Practice by both Commonwealth and State Governments**



Galambila - The Beginning

- **A working party established a cooperative framework from which a partnership was developed, and The Galambila (Meaning Coffs Harbour) Clinic commenced in October 1998.**
- **Each Partner made a commitment to the development of the clinic**
- **The MNCAHS provided accommodation for the clinic, Transport for improved access and Aboriginal Health Staff.**
- **The Mid North Coast Division Division of General Practice coordinated the employment of local GPs with an interest and understanding of Aboriginal Health issues**



Galambila - The Beginning

- **The NSW Health Department and OATSIH provide seed funding for the clinic**
- **Durri Aboriginal Service provided administrative support and acted as the auspice body for the clinic.**
- **Yarrawarra Aboriginal Corporation provide CDEP program participants to assist with clinic operations such as transport and administrative support**
- **Community representatives direct development**

The Signing of the MOU 1999

A memorandum of understanding was developed and signed by the executives of each party to the MOU. This document signing was witnessed by the Minister for Health, Mr Knowles, who recognised publicly, the Best Practice initiative the clinic represented.



Pictured: Left to right: Richard Widders (Aboriginal Health Worker), Helen Evens (OATSIH), Jim Piece (Chairperson, Durri AMS), Craig Knowles (Minister for Health), Bob Gore (CEO, MNCAHS), Mark Elvy (CEO, Division of GPs), Mark Wilson (Manager Primary Health).

The Division of General Practice

Newsletter - Headline

“A Triumph For Collaboration”

MID COAST MEDICO

December/January

Newsletter 98/8

Mid North Coast (NSW) Division of General Practice

BUMPER CHRISTMAS EDITION!!

A TRIUMPH FOR COLLABORATION

For many reasons (which do not need to be detailed here) the Aboriginal Community of Coffs Harbour have never had a local Aboriginal Medical Service, despite the dire need for one. Helen Palmer explains how collaboration has resulted in a huge win for the community.

We opened with a great community gathering on 7th October. Koori dancers and a traditional smoking ceremony of the clinic rooms which are downstairs at Primary Health. The clinic has run three sessions per week since and numbers

are rapidly growing. Most patients have complex and multiple problems. It's very interesting work and there's

never a dull moment. The gaps in services for Kooris are obvious, particularly drug and alcohol, mental health and diabetes, which are so prevalent but have no specific Aboriginal Workers.

The clinic runs Monday 9:30-2:00 with Jane Deegan who also works

and I work Wed afternoon 1:00-5:00.

The health survey is ready to be distributed and this will give us valuable information and evidence of need for more workers in specialist areas. I hope to have a baby health/women's health day once a month and we are pushing immunisation - both children and adults. The Diabetic educators are involved.

I hope for open communication between the clinic, GPs, and other providers. We are not out to "steal" patients, and there is certainly enough ill health in the Koori community to keep us all busy. I would welcome feedback.



Coffs Harbour Aboriginal Health Workers.....Absent: Drs Don Kennedy and Jane Deegan.

with Andrew Heslop and at the Women's Health Centre. Don Kennedy from Coffs Medical Centre works Tues 9:00-12:30,

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Coordinated Care Feature
Gentleman Farmer

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Galambila

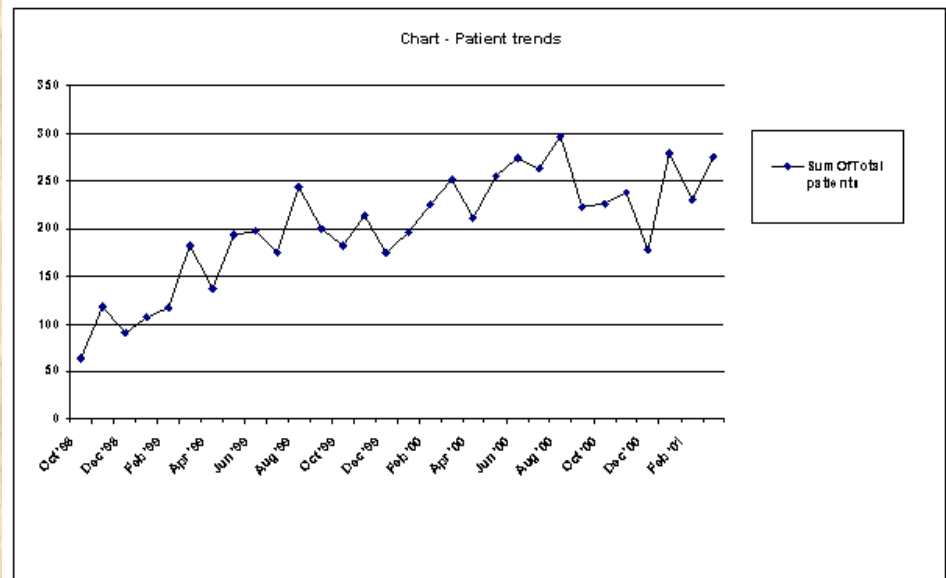
- The opening of the clinic was celebrated by an open day.
- The local community came out in force to witness Aboriginal Cultural displays, ceremonial cleansing of the clinic and to meet staff.
- Local Aboriginal artists donated items to the clinic.
- The opening had full media coverage of newspaper, TV and radio.
- A barbeque rounded the day off



Galambila - The Impact

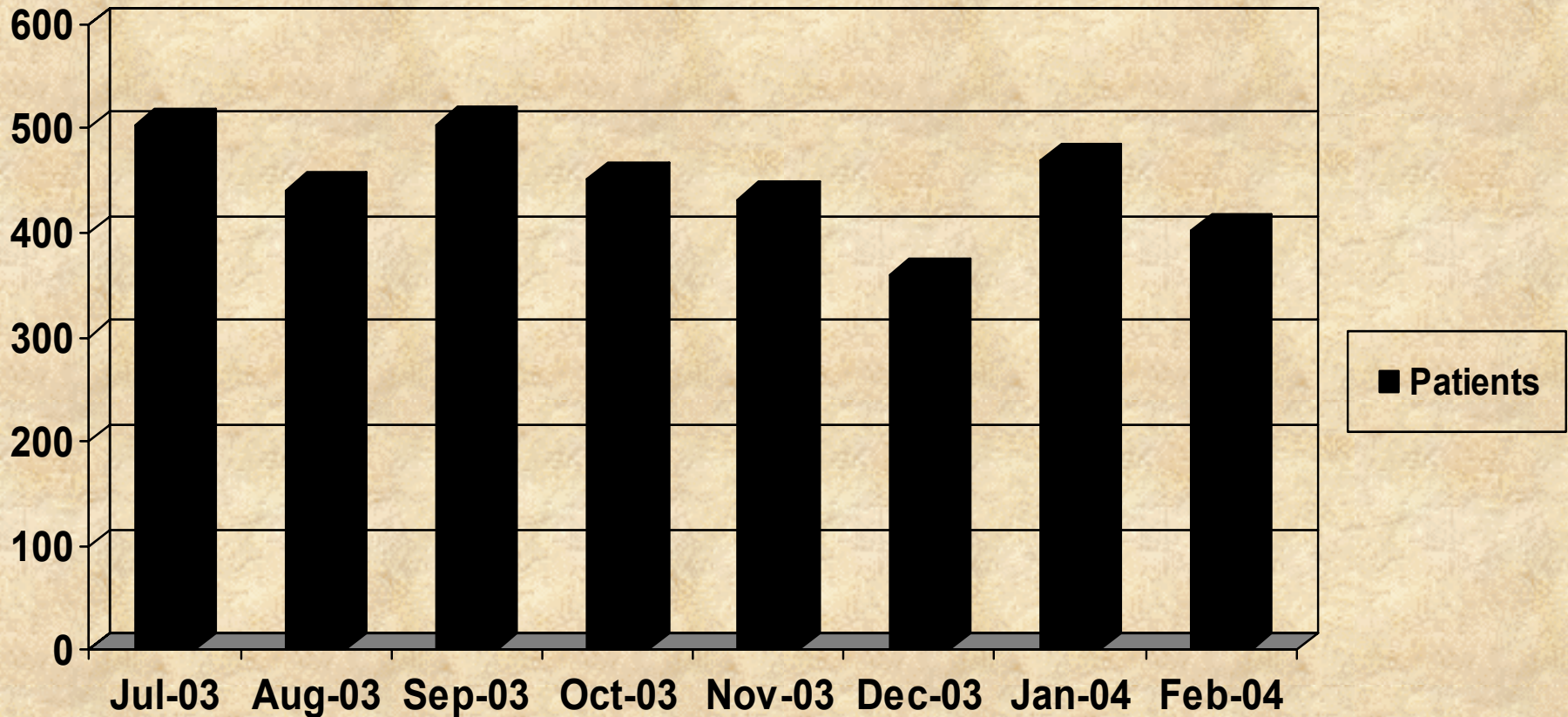
- The growth of the clinic since it first opened in October 1998 has been consistent .
- The clinic commenced with provision of 3 half days per week and soon had 250 to 300 presentations per month.
- The clinic now operates on a full time basis with an average patient throughput of 600 presentations per month.
- Not only is the clinic attracting new patients but people have continued to return to the clinic over the past five years.

Patient Numbers - Growth Trend



STATISTICS

- Galambila has 4,500 patients on file & currently averages 600 patients per month



Galambila – The Impact

- **The clinic now provides Aboriginal People access to a wide range of Multidisciplinary GP, Specialist and Allied Health Services**
- **The clinic assists many clients with referral to other specialist and allied services**
- **The clinic provides patient transport to clinic and specialist services**

Galambila

- **Strong association with the Mid North Coast Division of General Practice which supports clinic doctors and supports Aboriginal Health projects across the Division eg EPC and employment of Aboriginal Liaison Officer**
- **The Galambila Clinic is a significant recipient of State Health funding for Maternal and Child Health with the appointment of a Midwife and a parent support worker. The limited program currently run through Galambila has significantly improved access to pre and post natal care and improved rates of immunisation.**

Division Role

The Mid North Coast Division of General Practice has been a formal partner in the Galambila Aboriginal Health Partnership. As part of its active partnership role the Division entered into a MoU with other partners to provide the following services:

- Provision of management and administrative support services**
- Provision of 4 GP Services**
- Provision of Post Natal Depression Support**
- Provision of Psychologist Service**
- Co-funding of Aboriginal Health Worker Position to coordinate the integration of GP and other health services with the aim of achieving better health outcomes for Aboriginal People through effective Chronic Disease Management**

Division Role in EPC for Aboriginal People

In 2000, the MNCDGP commenced a National Innovative Funding Project 'EPC for Aboriginal People' on the Mid North Coast of NSW

- A Division GP working at Galambila Aboriginal Health Clinic was employed as the Program Director and an Aboriginal Health Liaison Worker was employed as Project Officer**
- The Project Officer worked closely with an Aboriginal Health Worker from Galambila to deliver culturally appropriate education on EPC to GPs, ACCHs, and Aboriginal People with 62 education meetings conducted with GPs, ACCHs, Aboriginal Community Groups, Health Workers and other support organisations to promote EPC for Aboriginal People.**
- A culturally sensitive 'EPC for Aboriginal People' Education Pamphlet was developed and distributed to GPs, Aboriginal Health Organisations, community groups and support agencies.**

Division Role in EPC for Aboriginal People

- **The project outcome resulted in the Division area accounting for approximately 15% of the total NSW uptake of Health Assessments for Aboriginal People. Approximately 25% of eligible patients completed a Health Assessment under the program.**
- **Project Model presented at National, State and Regional Forums, promoted in the Koori Mail Newspaper, Guides distributed to other Divisions and the Final Report distributed to every Australian Division of GP**
- **Three MoUs were negotiated with the main Aboriginal Health Partnerships and AMS (Durri AMS, Bulgarr Ngaru, Galambila) to strengthen support and commitment to the project goals**

Galambila - Achievements

- **The clinic now enjoys dedicated accommodation through purchase of the previous Coffs Harbour Primary and Extended Care Site**
- **Funding on a recurrent basis has been secured to expand services to the local community.**
- **Galambila became an incorporated Aboriginal Health Service in September, 2002**
- **The Clinic Management Committee has been superseded by a Board of Directors comprising elected community members with the partnership as a reference group. Galambila is now an Aboriginal Controlled Health Service.**
- **Continued expansion of education and training opportunities**

Galambila Achievements

- **Service delivery has expanded from three GPs providing one session per week each to a multidisciplinary service now involving 4 GPs, 4 Aboriginal Health Workers (one co-funded by Division for CDM), Drug and Alcohol Services, Child & Maternal Services, Specialist Obstetrician, Paediatrician, Optometry, Podiatry, POW specialist diabetes clinics, audiometry, dental service access, outreach services to Yarrawarra and Ulong Aboriginal Communities.**
- **The Clinic is a leader in the in the provision of health assessments, care planning and case conferencing for Aboriginal People, with 3 Aboriginal Health Workers currently coordinating EPC for Aboriginal People attending or referred to the Clinic**

GALAMBILA ACHIEVEMENTS

- **Many Rivers Regional Council Community Achievement NAIDOC Award 2003: *Category Groups – Ongoing Program***
- **Mid North Coast Area Health Service Quality Improvement Award 2000: *For improvement of Service Quality – Joint Winner***
- **NSW Health Baxter Better Health Good Health Care Awards 1999: *Innovation in Fairer Access***
- **NSW Health Baxter Better Health Good Health Care Awards 1999: *Healthier People Healthier Communities – Highly Commended***

GALAMBILA ORGANISATION HIGHLIGHTS

- **Organisation structure**
- **Policy & Procedures**
 - * **Human Resource Policy**
 - * **OH & S Policy**
 - * **Client Policy**
 - * **Transport Policy**
- **Organisational Developments**
 - * **Strategic Plan**
 - * **Independence Plan**
 - * **Memorandum of Understanding**

(between Durri, Aboriginal Health, MNCAHS & Galambila)

ACADEMIC TRAINING

- Galambila is an Affiliated Academic Practice for the University of NSW and is involved in the teaching of Undergraduate Medical Students and Research.
- Galambila is an Accredited Training Practice committed to training and advancing the skills of General Practitioners to meet the evolving needs of the local community.
- Executive Officer (Galambila) provides Cultural Awareness Training to Medical Students prior to their placements at Galambila.

CURRENT PROGRAMS

- **Diabetes Specialist Clinic – once every 3 months**
- **Yarrawarra Outreach Clinic – once a fortnight**
- **Bowraville & Nambucca Outreach Clinic – once a month**
- **Fruit & Veggie Co-op – every week**
- **‘Spring into Shape’ exercise/nutrition program – ongoing throughout the year**
- **Elders Health Group – ongoing once a month**
- **Men’s & Women’s Groups – currently established**
- **Youth Program – ongoing**
- **Partnership for Aboriginal Care - ongoing**

PAST PROGRAMS



'Spring into Shape' – May 2004



Elders Health Group - 2003



Maternal Party - 2003



Yarrowarra Outreach Clinic

PAST PROGRAMS



Diabetes Specialist Clinic – June 2004



Health Promotion Day – July 2004



Men's Cooking Program – June 2004



Men's Camp - Aug 2004

FUTURE PROGRAMS

- **Smoking Cessation Program**
- **Dental Clinic**
- **Community Education Sessions**

Galambila – The Future

- **Further Development of the Service into a recognised Aboriginal Medical Service**
- **Continued local Aboriginal Community Control, ownership and determination of the provision of Health Services to Aboriginal and Torres Strait Islanders in the local area**
- **Continued support by established partners, including local Division of General Practice, Area Health Service, NSW Health and OATSIH**
- **Expansion of Service to support other General Practice Services to Aboriginal People (currently being implemented)**

Galambila – The Future

- **Eventual full accreditation as an Aboriginal Medical Service**
- **Continued development of Service Capacity and Sustainability through access to patient rebates and practice and Commonwealth incentives**



06/01/2002



31/03/2003





09/04/2003



06/01/2002

Galambila - Their Home and Future



Other Partnerships

- **Involvement in a partnership to establish the Bowraville Mimi Mothers Maternal Infant Health Program**
- **Entered Partnership with Durri AMS, to support the establishment and ongoing support for the Bowraville Aboriginal Health Outpost Clinic – Division supported the provision of GP services, equipment & infrastructure**
- **Engaged as a partner in the recently established Daarimba Maara Aboriginal Health Clinic Partnership involving Mid North Coast Area Health Service, Division GPs, Division, Aboriginal Community Members in the Nambucca Valley of NSW. MoU signed with partners – Management, clinic and equipment/infrastructure support.**
- **Each Aboriginal Community Controlled Health Service located within the Division is supported as part of the Division Support to General Practice program.**

Division Involvement in GP Accreditation for Aboriginal Health Services

- **In recognition of its strong historical involvement in Aboriginal Health Care on the Mid North Coast, OATSI and the Commonwealth DoHA approached the Division to conduct an accreditation support project for Galambila and Bulgarr Ngaru (Grafton) Aboriginal Health Clinics.**
- **A Service Agreement was negotiated with Bulgarr Ngaru for the Division to deliver the Accreditation Support Services to both Clinics.**
- **The Division has now commenced a six month project to guide and support both clinics toward gaining full accreditation. The project is on schedule for completion in December, 2004**

Division Involvement in GP Accreditation for Aboriginal Health Services

- **The Division employed a qualified Accreditation Surveyor as the Project Officer to manage the delivery of accreditation support to both clinics**
- **Both Clinics are registered to undertake the accreditation process**
- **An Accreditation support officer has been employed on secondment at Bulgarr Ngaru to assist in the coordination of the project**
- **The Division has engaged a GP Director to guide and oversight the delivery of the Accreditation Project**

Division role in Partnerships for Aboriginal Care

- **The Mid North Coast Aboriginal Health Partnership (Durri AMS, Biripi AMS and the Mid North Coast Area Health Service) have had strategic alliances with the Hunter Rural, Mid North Coast and Port Macquarie Divisions of General Practice since 1998.**
- **As collaborative partners they have sought to enhance opportunities for Aboriginal communities to actively address their health needs.**
- **As active members of the Partnership Steering Committee they undertook a joint planning process which resulted in the development of the Mid North Coast Aboriginal Health Plan 2000-2005**
- **The Partnership to date has had a constructive relationship with the which has resulted in the development of a major Aboriginal Community Controlled Health Service in Coffs Harbor, provision of services to the Bowraville Aboriginal community, support for the Aboriginal Maternal Infant Health program as well as involvement ion many key Aboriginal health initiatives developed by the Partnership.**

Divisions role in Partnerships for Aboriginal Care

The Partnership to date has had a constructive relationship with the which has resulted in:

- The development of a major Aboriginal Community Controlled Health Service in Coffs Harbor**
- Provision of services to the Bowraville Aboriginal community**
- Support for the Aboriginal Maternal Infant Health program**
- Involvement in many key Aboriginal health initiatives developed by the Partnership.**

Divisions role in Partnerships for Aboriginal Care

- **A major initiative of the Partnership in recent years has been the implementation of the Aboriginal Coordinated Care Trial on the Mid North Coast.**
- **This initiative is currently one of the largest Aboriginal health projects being undertaken in Australia.**
- **The project has a funds pool of \$34,000,000 over 3 years**
- **The trial provides a unique opportunity to develop and test a model of coordinated care**
- **Provides an opportunity for a unique partnership between Aboriginal Community Controlled Health Services, a mainstream health service, Divisions of General Practices & other stakeholders to provide a whole of community approach to health care, as well as being a great opportunity to apply innovative approaches to communities in real need of effective health solutions.**

Divisions role in Partnerships for Aboriginal Care

- **The Divisions are involved in most aspects of the Trial including membership of many of the Trials Advisory Committees and key advocates of the model. They have been involved in the development the assessment tools, privacy protocols, clinical audit tools as well as the development of the Trials Population Health Framework.**
- **The Mid North Coast Partnership has an effective relationship with Divisions of General Practices on the Mid North Coast which has culminated in being awarded the inaugural Best Aboriginal Health Partnership at the NSW Aboriginal Health Awards in Sydney this year.**

Partnerships in Care Trial

- **The Trial is built on partnerships established between community controlled Aboriginal Medical Services, mainstream health service providers, other non-government organisations and private providers within the Mid North Coast region of New South Wales.**
- **This is whole-of-population trial, capped at 8,500 persons with a complex needs cohort of 1500 persons and subset of early health assessments.**
- **In June 2002 the Mid North Coast Aboriginal Health Partnership was approved for funding by the Commonwealth Department of Health and Aging for a 2nd round Coordinated Care Trial.**
- **The care coordination model operates from care units with responsibility for geographic areas, utilising a standard and comprehensive health care with care planning by multidisciplinary teams.**

Partnerships in Care Trial

- **The care coordination model operates from care units with responsibility for geographic areas, utilising a standard and comprehensive health care with care planning by multidisciplinary teams.**
- **The Trial model is adaptable to work across agency boundaries and influenced by the existing infrastructure within each local community. Care coordination operates through care units. The operations of care units are a shared responsibility between the Care Unit Sponsor and the Trial. Care units are located at Taree and Kempsey.**
- **The Trial Office (Port Macquarie) also acts as a care unit. A fourth care unit will be established at Coffs Harbour.**

Partnerships in Care Trial

- **This is a whole-of-population trial with a complex needs cohort of 1,500 participating community members (PCM's) and a subset of early health assessment PCM's.**
- **Early health assessment will target PCM's 30 years of age and over, to explore the benefits of a broadly based health assessment for this population group.**
- **The model of care utilises a comprehensive health assessment tool (Ongoing Needs Identification) to screen PCM's.**