

# Multicultural Health Services and Cancer Services Forum

*Multicultural Access Project to support culturally responsive service delivery  
and add positive impact to patient journey for Culturally and Linguistically  
Diverse consumers and carers at the Nepean Cancer Care Centre*

Gordana Kostadinovska and Louise Maher, Nepean Blue Mountains Local Health District

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# Multicultural Access Project (MAP)

Nepean Cancer Care Centre (Louise Maher)  
Multicultural Health Service (Vinita Singh)



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*I would like to acknowledge the Darug, Gundungurra and Wiradjuri people, the traditional custodians of the land that we work on.*

*I pay my respect to the Elders past and present, and extend that respect to other Aboriginal people here today.*







# Multicultural Access Project (MAP):: Planning and Development

## Step 1::

- **CALD Patient Journey Mapping:** Multidisciplinary Comprehensively understood the service entry points for **CALD and ATSI patients**. Recognised administration staff as the first points of contact.
- **Retrospective Study:** Identified the need for a deep dive into patient records to have evidence to support or refute the anecdotal evidence. Identify the documentation of interpreter need.
- **CALD Specific Patient Data and Staff Consultation for Nepean Cancer Services:** under-utilisation of Interpreter services and translated resources

## The Way Forward

- **Bringing Structure:** Establish the Multicultural Access Steering Committee - multi-disciplinary team members focused on exploring CALD related service gaps
- **CALD Consumer Group:** Recognised the need for a dedicated and focused space for consumer's input for the project



# MAP :: Planning and Development

**Retrospective Study** to explore themes, trends and gaps in service provision and delivery for CALD population

## Findings

1. **Exploring Best Practice for Interpreter Utilisation:** The study clarified the inconsistent interpreter access gap; primarily for the patients first appointment - unidentified CALD patient presenting for their first appointment. A family member is sometimes utilised for interpreting or patient rebooked with an interpreter for another appointment (Improve finite resource utilisation).
2. **Critical Time Points in Cancer Patient Journey:** Recognised first medical appointment as the essential communication juncture





## MAP :: AIMS AND OBJECTIVES

To embed Culturally Responsive Practices for better patient experience and outcomes by supporting patient-clinician communication

Received funding from CI NSW Innovation Grant

### Objectives

1. Early identification of CALD and ATSI patients to improve interpreter access
2. Maximise use of translated resources
3. Create a pathway for CALD consumer input



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## MAP :: Implementation & Evaluation

### Actions

- **Early Identification:**
  - Developed and implemented an Electronic Cultural Initial Assessment (CIA) with 4 CALD and ATSI related questions identifying the need for an interpreter
  - Staff Training
  - MOSAIQ alert (QCL) for all staff accessing / editing a patient's file of the need for an interpreter
- **Patient and Staff Evaluation:** QI application
- **Access to Resources:** Desktop links to CALD resources
- **Established Cultural Consumer Advisory Group:** 8 CALD and ATSI cultures including people with low English reading / writing proficiency, Co-Design training, consumer to staff Ratio



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### Outcomes and Achievements

- **Increase CALD patient identification** (28% NCCS vs. 25% NBMLHD)
- **Additional new ATSI patients identified** (3.5 NCCS vs. 3.2% NBMLHD)
- **Increase by 36%** for CALD patients having an **interpreter at CTP (first appointment at NCCC)**
- **Consumer Achievements:** Actively providing Quality improvement checks on 4 project documents (CIA, Transport Brochure, PSS, Study), FECCA conference (2021) requested poster display on 'Walking the Talk' on active CALD consumer participation and consumer co-reported on the project updates to the NBMLHD Multicultural Governance Committee
- **NSW Health Awards:** Sole entry from NBMLHD under Transforming Patient Care category
- Future work on the NCCC Multicultural Implementation Plan based on the NSW Plan for Health CALD Communities 2019 - 2023



# MAP :: Challenges and Helpful Tips



## Executive and Staff Buy in

Consistent effort for prioritising the CALD focussed work.

### Tips:

**Showcase impact** made to patient journey e.g. under-estimating the number of CALD people attending NCCS.

Ask wider staff if they have noticed an impact on patient journey

**Apply for Awards** and make presentation of project at high level meetings

Select Chair from within the service and not from Subject Matter Expert

**Key selling point** is process change does not impact on work load but rather simplify the process e.g. less number of clicks

**Sustainability (BAU):**  
Update orientation packages for all staff.



## Choosing the best possible pathway

Efficient use of resources

### Tips:

**Use of technology** for service quality improvement  
**EOI** for staff interested in making a difference and noted that there is challenges in practice for themselves as clinicians working with CALD and ATSI population

**Clinician led project** to have ownership of the project and motivate to make a difference

**Staff learnings** from other workplaces that had a higher percentage of CALD population



## Unplanned Challenges

**Evaluation:** Change in process for Ethics / Research Apollo application

**COVID:** Additional workload and access to interpreter only via phone or video

### Tips:

Flexibility in planning and implementing:  
Plan a timeline for change.





# MAP :: Challenges, Learnings and Helpful



## Taking Advantage of an Opportunity

Funding to drive sustainable outcomes

### Tips:

**Unique Cultural Consumer Advisory Group:** members without email address/low reading/writing English ability.



## Structured Approach

Addressing large gaps with small steps towards bigger picture

### Tips:

Identify **Critical Time Points** for Interpreter use in patient journey

Collaboration between Nepean Cancer Services and Multicultural Health Service



## Other

Data sometimes isn't accurate representation of the CALD and ATSI population and hence it is ideal with the population growth to assume slightly higher number when service planning.

**Identify a Project name:** Clearly reflects the activities



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# MAP :: Project Transferability / Scalability

- **Transferrable Identification through MOSAIC:** Capable of incorporating the questionnaire and support identification in practice. Welcome for exploration for other specialities with different electronic platforms
- Cultural Identification Assessment (CIA)  
Tool: Simple and effective in use
- Cultural Consumer Group



# Key Contacts

Louise Maher (Clinical Nurse Consultant)  
Nepean Cancer Care Services  
[Louise.Maher@health.nsw.gov.au](mailto:Louise.Maher@health.nsw.gov.au)

Vinita Singh (Project Officer)  
Multicultural Health Service  
[Vinita.singh@health.nsw.gov.au](mailto:Vinita.singh@health.nsw.gov.au)



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