

Multicultural Health Services and Cancer Services Forum

*Implementation of Patient Reported Measures in Arabic and
Vietnamese, supported by culturally congruent coordination*

Sandy Avery, South Western Sydney Local Health District

27 October 2022

Implementation of Patient Reported Measures (in Arabic and Vietnamese) supported by culturally congruent coordination

Multicultural and Cancer Services Forum

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Sandy Avery

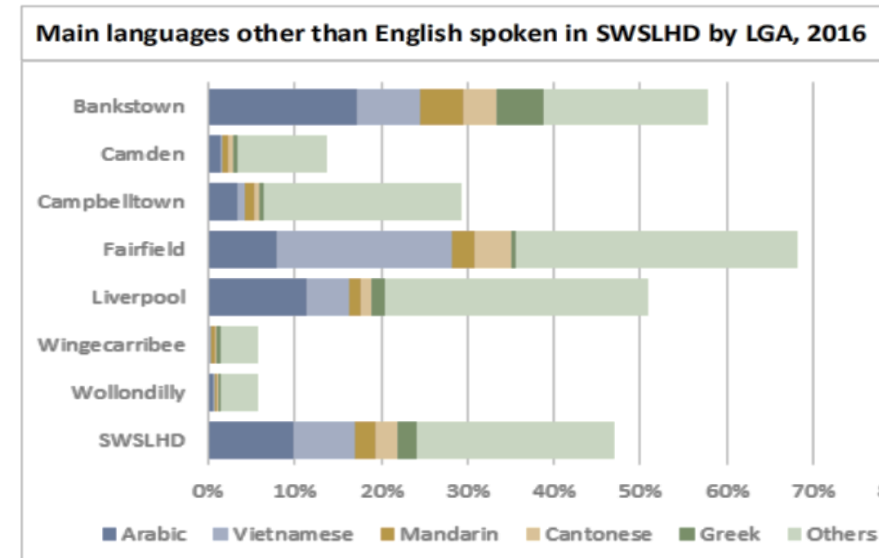
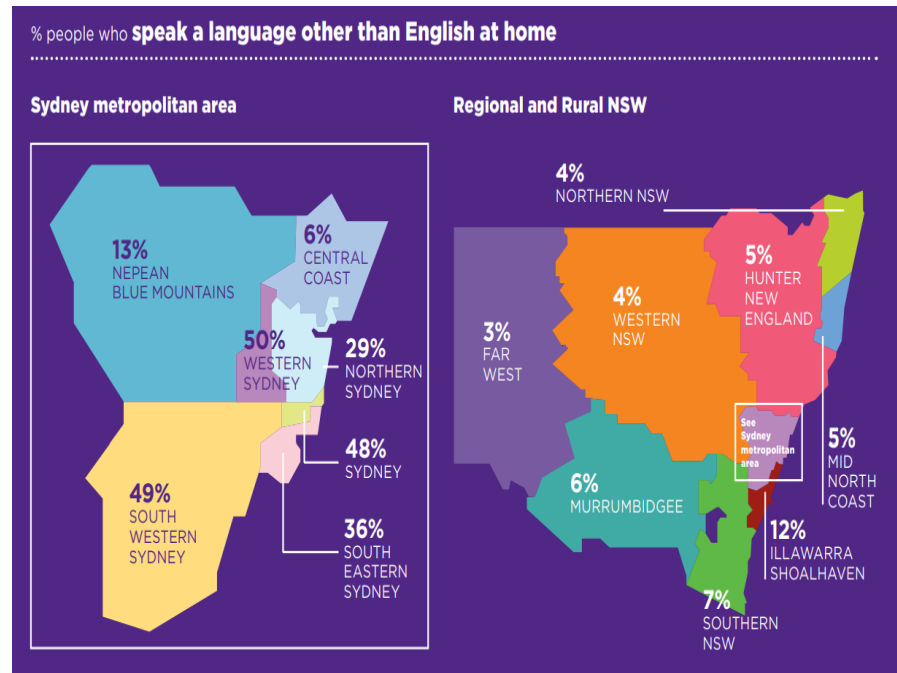
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SWSLHD population

SWSLHD – population 1m

49% CALD in SWSLHD



CALD Cancer patients

- CALD Patients have:
 - Greater Mortality and morbidity
 - Less engagement with medical team
 - Participate less in clinical trials
- Proven Survival & QoL benefits from :
 - Routine PRMs collection
 - Clinical Trial participation

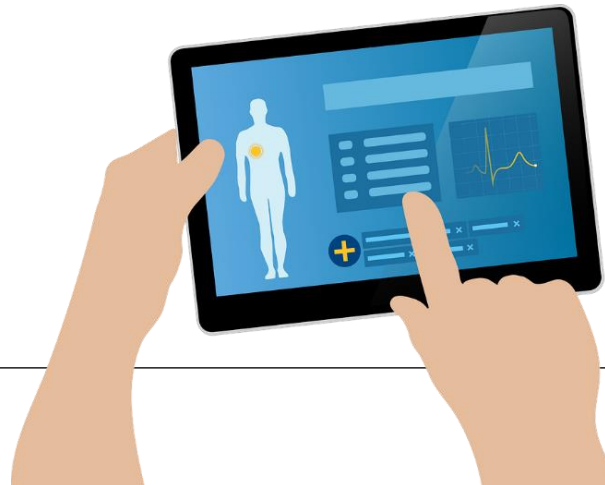


Patient Reported Measures in SWSLHD

An integrated eHealth platform, systematically collecting PROs

Our Trial (Since 2013) has demonstrated that:

- ePRM systems are **acceptable** and **feasible** to implement
- ePRM collection AND **timely feedback** to care team leads to:
 - **reduced ED visits**
 - **longer chemotherapy tolerability**
 - **improved health outcomes (QOL)**
 - **improved survival** (in specific populations eg advanced cancer, lung cancer)



Implementing CALD PRMs

Arabic / Vietnamese

❖ Workflows

❖ Patient assistance
CCCC

❖ Navigators/Mentors

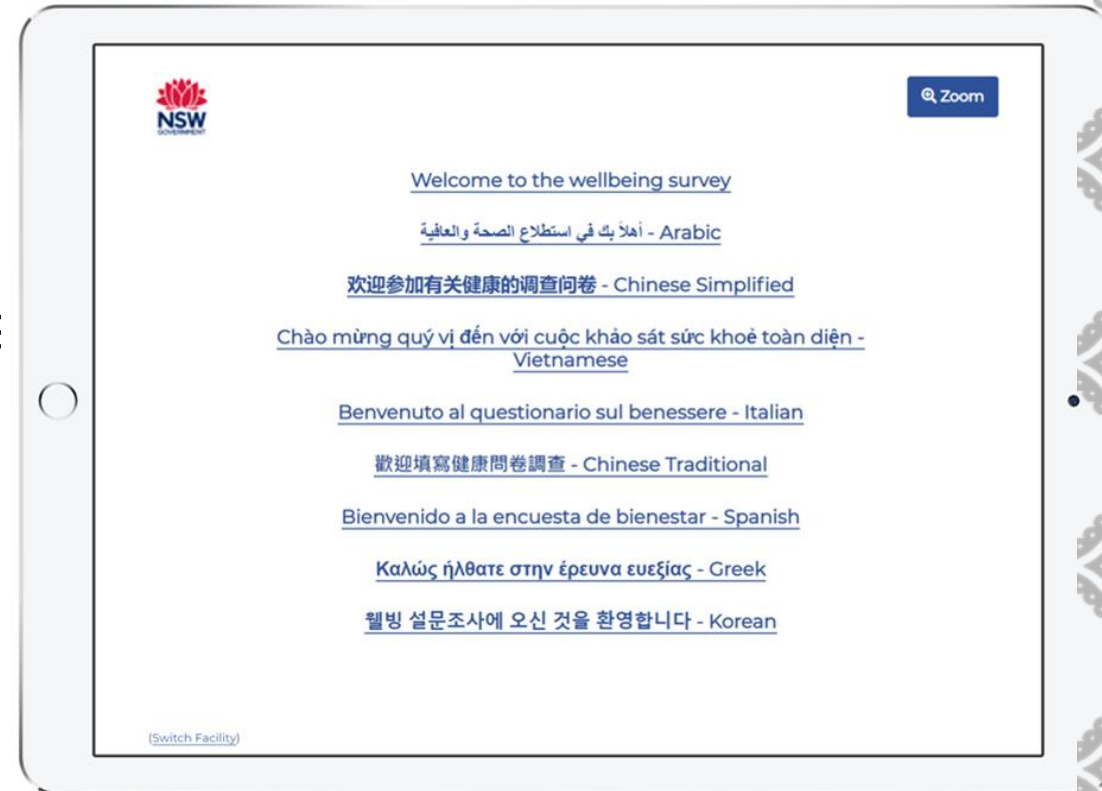
❖ Resource directories

❖ Video resources

❖ Focus group input

❖ Sustainability

❖ Model of Care



Leveraging Collaboration for Culturally Congruent Care Coordination

