Innovation and Leadership in Multicultural Health Delivery

Professor Geoff Delaney
Director of Cancer Services, SWSLHD
Geoff.Delaney@health.nsw.gov.au
A good cancer service will....

- Provide equity in access to all patients
- Inform patients about treatment options and their advantages and disadvantages
- Ensure timely care
- Ensure appropriate support
- Calm, therapeutic environment
- Right treatment to the right patient (and carer) at the right time
Challenges with multiculturalism

• Different culture, different beliefs
• Differing needs
• Differing expectations including prognosis, treatment, adequacy of care
• Multi-system co-morbidities
• Significant psychological issues, often coming from bad environments including areas of war, violence, poverty, lack of health care
• Health literacy
• Communication barriers
• Decision-making fragmented including young children
• Duration of consultations, and admissions often longer – insufficiently recognised with health $$.
• Multiculture Research can be costly
• Some non-Medicare
# SWS population census 2016

<table>
<thead>
<tr>
<th></th>
<th>Bankstown</th>
<th>Camden</th>
<th>Campbelltown</th>
<th>Fairfield</th>
<th>Liverpool</th>
<th>Wingecarribee</th>
<th>Wollondilly</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Speaks other language</strong></td>
<td>65%</td>
<td>14.5%</td>
<td>30.5%</td>
<td>71%</td>
<td>52%</td>
<td>5.8%</td>
<td>6%</td>
</tr>
<tr>
<td><strong>Speaks English only</strong></td>
<td>31%</td>
<td>81.5%</td>
<td>64%</td>
<td>23%</td>
<td>41.5%</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td><strong>Not stated</strong></td>
<td>4%</td>
<td>4%</td>
<td>5.5%</td>
<td>4%</td>
<td>6%</td>
<td>9%</td>
<td>5%</td>
</tr>
</tbody>
</table>

In SWSLHD – 83000 interpreter OOS, 79 languages
Country and language diversity

Top 10 NESB countries of birth

SWS

Top 10 languages spoken at home SWS
So, to make this work,

• WE HAVE TO BE INNOVATIVE
• WE HAVE TO BE INCLUSIVE
• LOOK AT DIFFERING MODELS OF CARE
• LOOK AT DIFFERENT TOOLS TO COMMUNICATE
So what are we doing about it?

Health literacy

Self-management

Research participation

Decision-making

CALD-focused Research
Innovation – ACRF Cancer Survivorship and Wellness Research Centre

- Communication
- Health literacy
- Culture training
- Better carer support
- Clinical Trial participation
- New multi-disciplinary ways of delivering care
- Clinical decision-making
- Patient reported outcomes
Decision-making (Breast reconstruction)

- About 40% of women with breast cancer have a mastectomy
- Post-mastectomy breast reconstruction aids psychological adjustment
- Breast reconstruction less common in CALD (9%) vs All SWLHD patients (13%)
- Analysis of barriers/facilitators to breast reconstruction underway
- Future development of decision aid to assist CALD breast cancer patients
Self-management (WeCope)

• There is a lack of interventions to help CALD cancer patients cope with cancer
• WeCope is a self-management resource for Chinese-Australian cancer patients & carers
  – Based on community consultation & needs assessment
  – Culturally appropriate
  – Developed and implemented in conjunction with CanRevive
• Funded by Tour de Cure
PROMPT-Care is the first Australian integrated eHealth platform using systematically collected PROs to inform cancer survivors’ real-time clinical care and self-management (2013+)

15+ years of evidence, now being translated into practice, clear agenda of both research and integrated service improvement

Funding: Cancer Institute NSW, Bupa Health Foundation, Wollondilly Health Alliance
Conclusions

• Many changes, but many possible solutions to address the inequity of care divide faced by patients from multicultural backgrounds

• Further work is needed. Funding and resourcing remain a challenge