

Aboriginal Health Plan 2011-2013

Key result area 1: Establish and maintain relationships with Aboriginal Community Controlled Organisations and services

Strategy	Actions	Target &/or Measure of Success	Completion Date			Actioned by	Progress
			YR 1 - 2011	YR 2 - 2012	YR 3 - 2013		
Creating a culturally appropriate and welcoming environment	Undertake community consultation to identify how the hospital environment could be improved to provide a safe and culturally appropriate setting for Aboriginal patients and their families.	Survey/s & focus group consultation undertaken Ensure the needs of Aboriginal patients and their families are reflected in the RVEEH redevelopment project.		June			
	Implement Acknowledgement and Welcome to Country policy across organisation.		Dec			APPC & MABS	
Partnerships with Aboriginal organisations	Work with Victorian Aboriginal Community Controlled Health Organisation (VACCHO) and Victorian Aboriginal Health Service (VAHS) to identify opportunities and develop funding submissions focussed on improving eye and ear health within Aboriginal Communities.	Number of submissions developed Number of successful submissions			Dec		
	Undertake Aboriginal Ear Health Promotion Project (1) in partnership with Rumbalara & Bunurong Health services.	As per objectives of Project Plan	Dec				
	Undertake Aboriginal Ear Health Project (2) in partnership with VAHS and identified rural site.	As per objectives of Project Plan			Dec		
	Work with CERA in developing low vision programs at VAHS	Low vision program scoped Low vision program established		June	June		
	Work with CERA, Vision 2020 & VACCHO to provide training for Aboriginal Health Workers	Number of Aboriginal Health Workers trained			Dec		
	Undertake hearing screening programs in identified child and adolescent activity settings	Number of screening activities undertaken			Dec		
	Continue RVEEH membership on the Department of Health's, Victorian Aboriginal Eye Health Sub-Committee, which is under the auspice of the Victorian Advisory Council on Koori Health (VACKH)	Meeting attendance per year	Dec	Dec	Dec		
	Invite Aboriginal health orgs to tour the hospital and learn more about the services	Number of tours undertaken per year	Dec	Dec	Dec		
	Participate in Vision 2020 Australia. Aboriginal committee meetings	Meeting attendance per year	Dec	Dec	Dec		
Consultation with Community	Gain feedback on this Plan from VAHS, VACCHO and discuss with key staff there	Plan distributed and feedback obtained	August				
	Gather 'stories' (positive and negative) from Aboriginal patients about their experience and use these to raise awareness and promote eye and ENT health care to the Aboriginal community. The 'stories' can also be used to improve the cultural understanding of staff	Stories gathered and 'story books' developed		June			
	Include information on Aboriginal programs at RVEEH, eye and ENT health, in appropriate community newsletters (such as the VAHS newsletter) to increase community awareness	Number of articles published per year	Dec	Dec	Dec		
	Develop a communication strategy in conjunction with VACCHO Senior Eye Health Program Officer to promote RVEEH services to member ACCHOS	Strategy developed and implemented		Mar			

	Report in the RVEEH's Quality of Care Report on the achievements against the Improving Care for Aboriginal and Torres Strait Islander People (ICAP) Key Result Areas	1 article per year in RVEEH Quality of Care report	Dec	Dec	Dec		
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Key result area 2: Provide or coordinate cross-cultural training for hospital staff

Strategy	Actions	Target &/or Measure of Success	Completion Date			Actioned by	Progress
			YR 1 - 2011	YR 2 - 2012	YR 3 - 2013		
Raising cultural awareness across the health service	Develop a strategy for Cultural Awareness Training Source a Cultural Awareness Training package suitable for all staff	Evaluate the Cultural Awareness training package via development of pre and post staff surveys based on the identified knowledge and understanding of Aboriginal health issues. Evaluate cultural awareness programs implemented via community consultation with patients and families who have attended RVEEH over the last 12 and 24 month periods	Dec		June		
	Develop material to help staff ask the question "Are you of Aboriginal and/or Torres Strait Origin?"	Evaluate Aboriginal identity material by data analysis of Aboriginal patient numbers registered over the last 3 years.		Dec			
	APPC to present at RVEEH Induction sessions and provide overview of role	Number of Induction Programs attended per year	Dec	Dec	Dec		

Key result area 3: Set up and maintain service planning and evaluation processes that ensure the cultural needs of Aboriginal people are addressed when referrals and service needs are being considered, particularly in regard to discharge planning

Strategy	Actions	Target &/or Measure of Success	Completion Date			Actioned by	Progress
			YR 1 - 2011	YR 2 - 2012	YR 3 - 2013		
Culturally sensitive post-acute care planning	Develop a guide with relevant community organisations for culturally appropriate discharge of Aboriginal patients.	Guide developed		Dec			
Strategies for involving Aboriginal people in care planning	Develop a patient pathway guide with VAHS & VACCHO/ relevant community organisations for Aboriginal patients being referred to RVEEH	Guide developed			June		
	Investigate service delivery approaches at RVEEH that support and encourage Aboriginal patients and their families to attend scheduled visits.	Attendance data evaluated		June			
	Develop liaison network between Diabetes Educators at RVEEH and VAHS to ensure comprehensive understanding of the needs of Aboriginal patients as well as the Aboriginal Health and Hospital service systems	Number of liaison meetings between Educators per year Number of referrals between RVEEH and VAHS per year			Dec Dec		
	Maintain information regarding Aboriginal health matters on the RVEEH internet/intranet page	Information page established and updated bi-annually Information on referral pathways to Aboriginal workers and agencies included on RVEEH internet	Dec Dec		Dec Dec		

Key result area 4: Establish referral arrangements to support all hospital staff to make effective community referrals and seek the involvement of Aboriginal workers and agencies.

Strategy	Actions	Target &/or Measure of Success	Completion Date			Actioned by	Progress
			YR 1 - 2011	YR 2 - 2012	YR 3 - 2013		
Ensure current knowledge of and issues in the Aboriginal service network	Aboriginal Patient Pathway Coordinator to provide regular updates at Leadership and Departmental forums on the Aboriginal service network, inclusive of advice re facilitating referrals etc. Relevant management attend regular meetings of the Eye Health Advisory Group	Number of departmental meetings attended per year Presentation at Leadership meeting	Dec	Dec June	Dec June		.

Abbreviations of staff titles

MCE&P	Manager Community Engagement & Participation	DE	Diabetes Educator
EDMS	Executive Director Medical Services	EDOS	Executive Director Ophthalmology Services
HRA	Human Resources Advisor	P Rep	Patient Representative
GPLO	GP Liaison Officer	SW	Social Work
JK	Jill Keeffe, CERA	MABS	Manager Ambulatory & Business Support
APPC	Aboriginal Patient Pathway Co-ordinator		