

# PATIENT EXPERIENCE WEEK INITIATIVES

WA PRIMARY HEALTH ALLIANCE | ABORIGINAL HEALTH  
aboriginalhealth@wapha.org.au | www.wapha.org.au  
COUNTRY LINKS: ABORIGINAL PATHWAYS TO CARE



PATIENT EXPERIENCE WEEK (PXW)  
Community Conversation & Leadership Breakfast  
Perth WA | April 27-28 2017  
#hccpxw #WhatMatters2U



## Our Patient Experience initiative is...

Aboriginal people who live in regional or remote areas who require medical services outside of their communities, either at an interregional level and/or into the Perth metropolitan area for treatment are often not well coordinated, resourced and/or managed, resulting in the patient experiencing earlier hospital re-admission. The WA Primary Health Alliance (WAPHA) is currently developing a descriptive study into current patient journey experiences by Aboriginal people accessing the Integrated Team Care (ITC) program. The study will also provide scope to better understand the patient journey more broadly for Aboriginal people referred or medically evacuated to inter-regional or metropolitan area for medical treatment.

This is an opportunity to communicate the issues that arise across the health sector relating to the transitioning of care of Aboriginal patients between hospitals and primary care providers. It is hoped that the outcomes of this study will lead to improvements in patient outcome, by promoting and identifying better patients care models for clients who need to leave their communities to receive treatment.

## What difference has this made?

Through this study we hope to:

- Investigate patient transport services including medical emergency evacuations, public air and other travel options, road ambulance, volunteer patient transport services, throughout the patients journey
- Increase collaboration and support between ITC providers across WA to ensure smoother patient journey for ITC patients travelling for treatment
- Provide efficient and effective access to the required services and better care coordination via the supplementary services activity in the ITC
- Increase awareness and understanding of the ITC program and other Aboriginal specific health and well-being measures available to support treatment of Aboriginal people
- Investigate patient handover processes – both pre- and post-treatment and if patient hospital discharge processes are appropriate



## A lesson that can help others...

The study will be starting soon and it is hoped that it will be an impactful piece of work that will inform future planning across the WA health system. This is an opportunity to communicate across health sectors the challenges faced by Aboriginal people, their families and their health care professionals when off-Country and also when transitioning their care between hospital and the community. WAPHA aims to investigate solutions and work with the community and our partners to optimise health outcomes for Aboriginal people in WA.