

Abstract Form

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Title of abstract: Improving cultural safety in both Mid North Coast Cancer Institute (MNCCI) campuses at Port Macquarie and Coffs Harbour

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Background:

As a result of a report conducted by two Indigenous Social Work students last year, the MNCCI were challenged to improve cultural safety for Indigenous patients, their families and staff.

Aims:

This has resulted in a collaborative project to address some underlying issues revealed by the students.

Method:

Senior managers of the Mid North Coast Cancer Institute, (MNCCI), and Mid North Coast Local Health District, collaborated with the Aboriginal Health Service Re-design and Planning staff to develop an action plan to improve cultural safety in both MNCCI's at Port Macquarie and Coffs Harbour.

Some key **actions** below:

- the identification of Aboriginal & Torres Strait Islander status by "Asking the question of Origin" of patients who attend the service
- inviting the Aboriginal Health Workers (AHW) from each of the three Aboriginal Medical Services into our services to improve networking and facilitate communication and understanding between the services
- Inviting the Aboriginal Medical Services (AMS) such as Galambila AMS, Werin AMS and "Durri AMS General Practitioners into our service to spend some time with a medical consultant of their interest e.g. Haematology. The aim of this is to improve communication and understanding as well as the specialist knowledge for the GP.
- Clearly "see" within our EMR Mosaiq those patients who do identify as Aboriginal so that the information is clear to clinicians, ensuring cultural considerations can then be undertaken.
- Temporarily employ an Aboriginal Health Worker at Port Macquarie MNCCI

- Secure funding to employ an Aboriginal Health Worker for a 2 year. period @ 0.24fte.
- Include Aboriginality at all MDT meetings, AHW to attend whenever possible, to provide culturally appropriate information in the treatment planning phase
- Improve the cultural safety through the creation of a Connecting Garden in the grounds of both Port Macquarie & Coffs Harbour MNCCI's. Extensive consultation was undertaken with the Aboriginal Communities.
- EOI for locally Indigenous artwork relevant to each MNCCI depicting "A Cancer Journey" with approval sought from the artists to reproduce sections of their artwork throughout the buildings.
- Review and improve "Respecting The Difference" (RTD) training rates for staff.
- Develop a condensed, tailored RTD training package for the medical staff of the MNCCI.
- Attendance of four staff members at "CATSINaM - Partnering for Equity Embedding Cultural Safety in Health Services" Workshop.
- Ensuring that Acknowledgement of Country is included at the commencement of all staff meetings.
- Reviewing and updating "A Cancer Journey" booklets. The booklets were developed for Aboriginal people who have been diagnosed with cancer - and their families - and distributed to all three local AMSs and to any patients who identify.

This process has been a humbling and enlightening experience that has been embraced by staff. The relationships that have been formed with the Aboriginal Community will be respected and treasured by the service and the staff.