

## CONFERENCE ABSTRACT

# Implementation of a model to embed culturally appropriate care for Indigenous children and young people within the Connected Care Program at Children's Health Queensland

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Shirley Thompson

Children's Health Queensland, Brisbane, QLD, Australia

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The Connected Care Program is designed to streamline the health care of QLD's most medically complex children. We recognise that, increasingly, the public health system has become large and intricate and many families struggle to independently navigate.

Most families with a medically complex child face daily stressors in relation to the healthcare of that child. This can include having to travel to access specialist care, having to care for more than one complex child, encountering access barriers to essential medications or medical equipment, juggling appointments with specialists, and having to access healthcare from multiple locations. This often results in fragmented care and can have a significant impact on the family's ability to manage their child's health care requirements. The Connected Care Program utilise a chronic condition management framework to support families to manage their child's care requirements.

The Connected Care Program have successfully imbedded two new roles within the service to enhance and improve the coordination of care for families who identify as first nation Australian's. The Connected Care Program is committed to providing an exemplar service to indigenous clients through the provision of specialised case management services within a culturally safe framework.

The Connected Care Program aims to improve care outcomes for children who identify as indigenous. We recognise that first nation Australians require a culturally sensitive approach, and that this often involves out of the box thinking to ensure holistic care is provided to the whole family. The Connected Care Program now has two identified positions who have provided education to the whole team regarding culturally safe care and act as case managers for children with complex health care needs.

The targeted group is Children currently under the care of the Connected Care Program. 16% of the total caseload identify as indigenous. This body of work has had and will continue to have significant impact for this cohort.

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This body of work began in Feb 2018 with the introduction of the first identified role to the Connected Care Program. This work is ongoing and will continue to grow and evolve to meet the needs of the families.

The introduction of two indigenous roles has seen an increase in access to health care for vulnerable Queenslanders. The Connected Care Program has expanded the knowledge and linking with Aboriginal Health Services across the state therefore working in an integrative manner to ensure seamless care for indigenous families.

The Connected Care Program provides services to children with complex and chronic health care needs and their families. Through the introduction of two identified positions to work with our vulnerable indigenous families we have greatly improved the care provision to indigenous families utilising a culturally safe framework. Through a new model of care, we expect to see improved health outcomes and increasing patient experience from families involved with our service.