



CLOSE THE GAP PLAN 2019-2022 CONSULTATION PAPER

Metro North Hospital and Health Service *Putting people first*

As the largest public health service in Australia, Metro North Hospital and Health Service (MNHHS) is committed to improving the health of Aboriginal and Torres Strait Islander people.

Metro North Close the Gap Plan 2019–2022 provides the framework to ensure we are a national leader in the delivery of effective health services that are planned, supported and culturally equipped to increase access and improve health outcomes both in acute and community setting for Aboriginal and Torres Strait Islander people.

Our plan commits to ensuring the full participation of Aboriginal and Torres Strait Islander peoples’ voices and their representative bodies in all aspects of addressing their health needs.

CLINICAL KEY ACTION AREAS



- Strengthen Ngarrama Maternity models of care to support an holistic, continuity of care model that is sustainable
- Reduce barriers to accessing care by ensuring cultural safety and delivering care closer to home
- Promote healthy lifestyle changes to support minimising maternal risk factors
- Support timely interventions for children that support strong childhood development
- Develop and implement an Indigenous specific maternal/child clinical care pathway
- Grow community partnerships and MOU’s for governance, engagement and supported transitions



- Early screening initiatives for preventable cancers/diseases
- Improve access and coordination of care for the management of diseases/conditions
- Establish Indigenous navigation roles to facilitate an integrated, supported transition across the patient journey
- Develop cultural awareness campaigns for bowel, breast and lung cancer to help reduce mortality and early detection
- Develop and implement a new Aboriginal and Torres Strait Islander clinical care pathway to improve rates of screening, diagnosis and management
- Improve the quality of sharing of information on referral and discharge that supports seamless continuity of care



- Increase access for cultural support and advocacy within the Emergency Department
- Develop and implement a MNHHS Indigenous care pathway for crisis/trauma care
- Strengthen cultural support and assistance to our local communities and those who do not live in MNHHS but require care here
- Develop Indigenous patient care guidelines specific to each illness/disease group to ensure cultural safety
- Enhanced referral, assessment and navigation care that is culturally focused
- Develop specific cultural communication tools to assist in having a shared understanding about how to manage care and recover post discharge



- Work with Brisbane North PHN to develop and trial initiatives that support Indigenous older persons
- Increase opportunities to partner with Indigenous community providers to bring care close to home
- Trial new approaches to improving connectivity to care by establishing a new service navigation model across MNHHS
- Development of culturally appropriate care guidelines for people that are not going to get better
- Enhance wellbeing programs in partnership with mental health services to integrate clinical, mental health, and social and emotional wellbeing programs
- Partner with health promotion initiatives to increase awareness for healthy lifestyle, mental health and risk reduction

KEY PRIORITY AREAS

OUR GOAL



All Aboriginal and Torres Strait Islander people accessing MNHHS will receive high quality person centred care that is culturally responsive, empowers self-care and choice, and is designed to improve health and wellbeing.

