

Nepean
PRIVATE HOSPITAL

2021

Aboriginal & Torres Strait Islander Engagement Plan



Governance/Meetings:


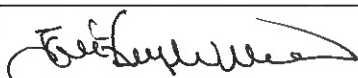
This plan is reviewed as part of the Quality Committee. Minutes of actions taken or arising from this plan will be included in the Clinical Quality and Patient Safety Committee meeting agenda. This plan will be reviewed by Nepean Private Hospital (NPH) Senior Leadership Team.

Author:

Dianne Jolley, Quality Manager

Review History – Annual review

Date	Reviewed by	Event – i.e. new policy, minor revision, major changes
	Senior Leadership Team	New Document

Authorised:	TIM SINCLAIR	Authorised:	JILL MIBOY-WILLIAMS
Designation:	General Manager	Designation:	Director of Nursing
Signature:		Signature:	



"Coming Together" by Stan Yarramunua

This original artwork was produced for Healthscope by Stan Yarramunua, a Wathaurong man from Geelong and Bacchus Marsh.

Healthscope Purpose: 'To work together for better care'

The inner circle represents people coming together, a fundamental platform of Healthscope's reconciliation journey, and important to facilitate the sharing of knowledge.

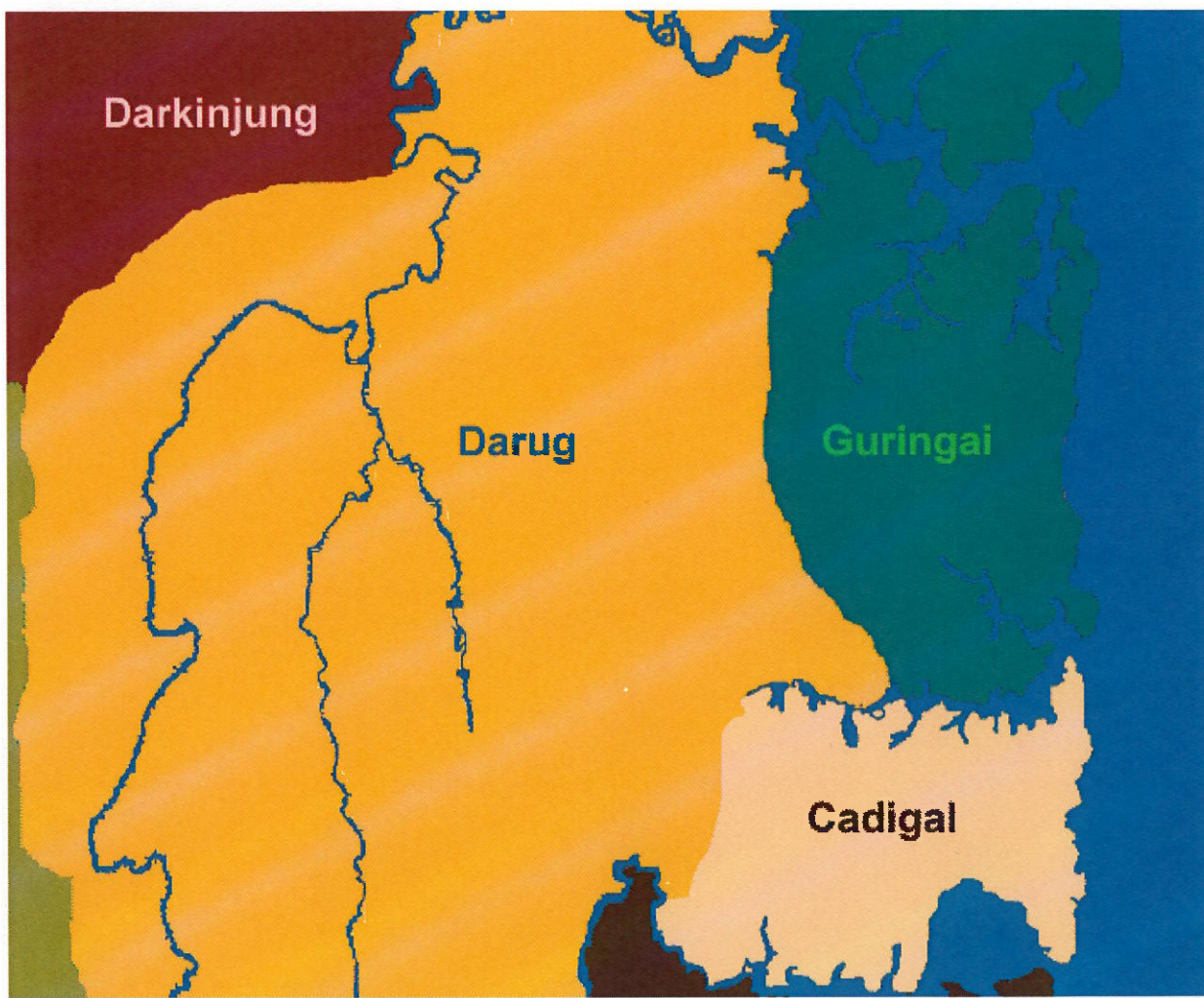
The goanna represents our reconciliation journey. The platypus represents the wisdom we gain from working with Aboriginal and Torres Strait Islander Elders, community members, organisations and businesses, as well as our community partners. And the turtle represents love and caring. The dotted white arcs in the middle of the painting represent water. The painting depicts a coming together to protect the water, because without water, we are nothing.

Foreword and Acknowledgement of Country

Nepean Private Hospital acknowledges and pays respect to Aboriginal and Torres Strait Islander elders, people, consumers and staff, past and present, on whose land we provide health services. We acknowledge the Traditional Owners as the custodians of this land recognising their connection to land, waters and community.

We acknowledge and are grateful for the contribution of the Darug Tribe and their representatives in supporting us with the development of this Aboriginal and Torres Strait Islander engagement plan.

Throughout this document the terms Aboriginal and Torres Strait Islander and First Peoples are used interchangeably. However, the terms do not reflect the diversity of Australia's First Nations, which Nepean Private Hospital celebrates. We also acknowledge that many Aboriginal and Torres Strait Islander peoples prefer to be referred to by other cultural names.



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Introduction

About Healthscope

Healthscope is a leading provider of private healthcare services in Australia with over 18,000 employees and more than 17,500 Accredited Medical Practitioners at 43 hospitals across the country, as well as 24 laboratories in New Zealand. Healthscope's corporate office is in Melbourne, Victoria.

Healthscope's aim is to provide healthcare synonymous with quality clinical outcomes and an excellent patient experience. We are committed to delivering industry leading quality of care for patients and exceptional services for doctors through our hospitals and pathology laboratories.

We are a significant private hospital operator in Australia with a presence in all Australian states and territories, including 30 acute hospitals, seven mental health hospitals and six rehabilitation hospitals, and we are delivering on hospital expansion projects to meet growing demand.

Our Hospitals are located in:

Victoria, New South Wales, Australian Capital Territory, Queensland:

15 Private hospitals 11 Private hospitals 1 Private hospital 7 Private hospitals

South Australia Western Australia Tasmania Northern Territory:

5 Private hospitals 1 Private hospital 2 Private hospitals 1 Private hospital

About Nepean Private Hospital

Nepean Private Hospital is a 109 bed hospital with eight operating theatres, one hybrid theatre and a Day Surgery Ward, with a separate Endoscopy unit. There is a combined 2 bed Intensive Care Unit & 10 bed High Dependency Unit, four Birthing Suites and a Level II Nursery (5 cots). Services provided both surgical and medical services, including Orthopaedics, Obstetrics, Neurosurgery, General Surgery, Urology, Plastics, Ophthalmology, Oral, Maxillo-facial, Cardiology & General Medicine.

Nepean Private Hospital has the potential to have a significant profile with cardiology services through increased relationship and access to leased services with the public hospital. The Hybrid theatre opened in March 2016. The lab services mainly Cardiology, and may be used for vascular procedures and any other surgery that requires superior imaging.

Purpose

At Nepean Private Hospital, we are committed to providing both our patients and staff with a culturally safe and inclusive healing environment. This is particularly important in regards to our First Nations peoples, who are the custodians of the land on which we operate.

We are working to develop strong, long-lasting relationships with the Aboriginal and Torres Strait Islander community in our area.

Key Personnel

NAME	TITLE
Tim Sinclair	General Manager

Jill McEvoy-Williams	Director of Nursing
	Financial Manager
Dianne Jolley	Quality Manager
Karen Lee Riley-Schuurman	Aboriginal Consumer Representative
	Healthscope ATSI Consumer Consultant

Background

Nationally, Aboriginal and Torres Strait Islander population faces many deficits in health compared to their non-indigenous counterparts. The average life-expectancy is 8.6 years lower for males and 7.8 years lower for females (Life Expectancy at birth by Indigenous status, 2015-2017). Diabetes and cardiac health are the major driving factors contributing to this significant gap, as well as chronic respiratory disease, cancer, injuries and mental health conditions.

Nepean Private Hospital is predominantly an elective surgery hospital and does not have an emergency department or Mental Health and over the last 2 years (2019 and 2020) 2% of our patient admissions have identified as Aboriginal or Torres Strait Islander. It should be noted that this data is per admission and some patients have multiple admissions.

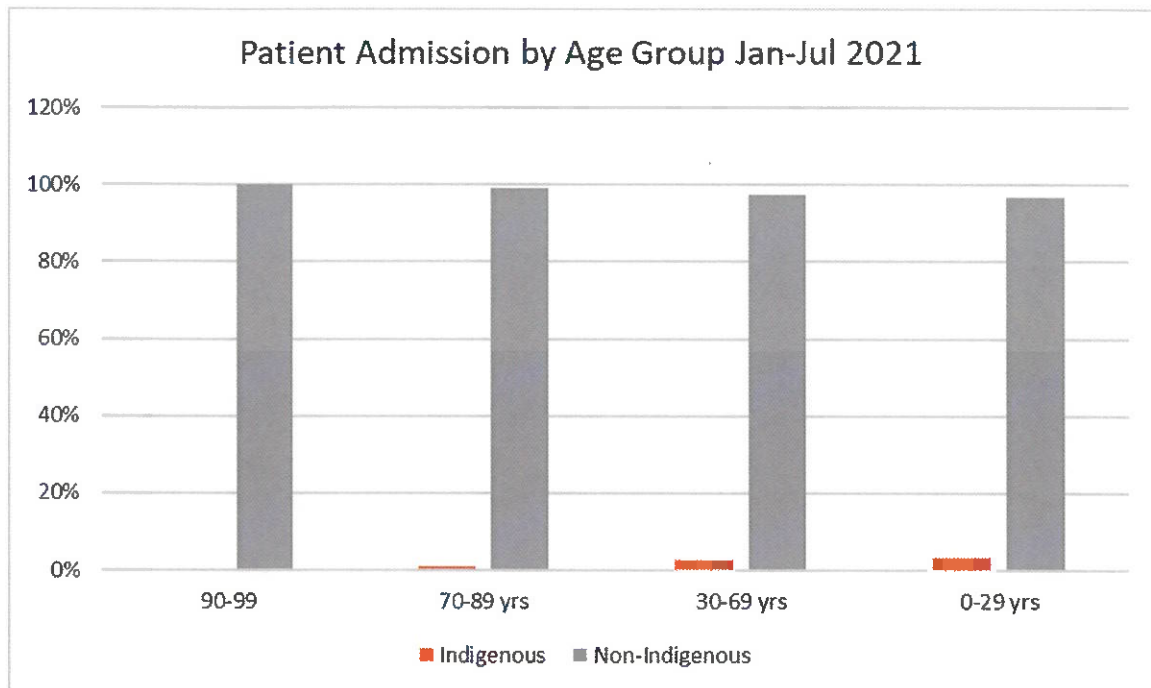
A comprehensive assessment of presentations in Nepean Private Hospital's Indigenous population for 2019 and 2020 showed the most common presentations for adults were for GIT conditions, orthopaedics and the third most common was ENT with the majority of these being under 30 years.

Our approach to developing our Aboriginal and Torres Strait Islander Engagement Plan

At Healthscope, we work together for better care. This means better care for all Australians, including our Indigenous Peoples who have unique healthcare needs. We aspire to be the best place to work for and the best place to be care for. We want to deliver outstanding health care to Indigenous Australians, and we want to grow our workforce of Indigenous Australians.

The development of this engagement plan is in response to the introduction of the Healthscope Reconciliation Action Plan (RAP), first developed in 2018, with each site developing their own. On advisement from Reconciliation Australia, Healthscope has developed a RAP for all of Healthscope with each site to develop an Aboriginal and Torres Strait Islander Engagement Plan.

Nepean Hospital has followed the percentage of identified First Nation Peoples admitted to the facility. Over the last 3 years this has remained constant at 2% of the total admissions. These numbers include both Privately insured and uninsured (Public in Private). The graph below shows a breakdown of age groups for Jan to July 2021 Indigenous and Non-Indigenous (the non-Indigenous include the 'not stated')



From this the highest percentage as compared to the rest of the admission is 0-29 years and the next group is the 30-69 years.

The most common reason for admission is for orthopaedic surgery followed by gastroenterology including endoscopy.

Nepean Private Hospital is looking at making the environment more welcoming and engaging to our First Nation People. Having engaged staff who are responsive to the need of our Aboriginal and Torres Strait Islander People. This is achieved by education, with 100% of our front office staff completing the mandatory training of Asking the Question and 91% (Healthscope benchmark 90%) completing Share Our Pride online training.

Our Reconciliation and Engagement Journey

Achievements so far:

- Action plan to Commission Advisory AS 1804 advisory on the applicability of Aboriginal and Torres Strait Islander specific actions developed
- The Quality Manager represents NPH on the Corporate Reconciliation Action Team.
- Developed the first NPH Reconciliation Action Plan- 50% of actions achieved
- Resources available to staff on shared drive 2019 and updated each year.
- Nepean and Blue Mountains Indigenous Community Health list developed and displayed
- Contact made with Darug Corporation
- Established contact with local Aboriginal Consumer Consultant
- Acknowledgement of National Days

NSQHS Clinical Governance Standards



STANDARD 1: CLINICAL GOVERNANCE

1.2 Addressing Health Needs of ATSI People

Analysed ATSI population in Nepean Private Hospital patient cohort. Identified co-morbidity trend amongst this population.

Gastrointestinal issues, ear, nose and throat issues an issue in children.

Consultation with Darug Custodians Aboriginal Corporation: Nepean Private Hospital visitor policy allows for Aboriginal and Torres Strait Islander family-centred care to be delivered in a culturally sensitive manner.

Future Plan: continue to monitor trends in Aboriginal and Torres Strait Islander health needs and gaps.

Build on current resources to ensure a comprehensive and up-to-date resource package is readily available to staff to inform our Aboriginal and Torres Strait Islander patients what is available for them in the Community

1.21 Improving Cultural Competency

“Share Our Pride” Aboriginal and Torres Strait Islander cultural awareness learning package to be completed on electronic learning system (ELMO)

Up to date resource folder is available to staff for services in the community for the Aboriginal and Torres Strait Islander patients.

Future plan: Ensure all staff are aware of the resources or where to access the information

1.33 Creating a Welcoming Environment

The Executive wish to establish contact with the Darug Custodians Aboriginal Corporation representatives and build relationships to ensure going forward the redevelopment meets and welcomes our First Nations People.

Future plan: Establish relationships with Darug Custodians Aboriginal Corporation to source local artwork, feedback re

1.4 Implementing and Monitoring Targeted Strategies

Update current ATSI engagement plan with strategies that have been identified from the walk through by the Darug Corporation to make our facility more welcoming

Future plan: Strategies per Action Plan included in this document.

STANDARD 2: PARTNERING WITH CONSUMERS

2.13 Working in Partnership

Analysed ATSI population in Nepean Private Hospital patient cohort. Identified co-morbidity trend amongst this population.

Identified Darug People as the traditional owner and custodian of the land where NPH is situated.

Contact made with Aboriginal Health Unit and identified local Darug Custodians Aboriginal Corporation to be contacted to begin discussion re the walk through of the facility to identify areas for improvement.

Initiate meeting between Darug Custodians Aboriginal Corporation and Nepean Private Hospital Representatives

Establish willingness for ongoing partnership between Darug Custodians Aboriginal Corporation and Nepean Private Hospital.

Future plan: Walk through of the facility, identify areas of improvement to make the facility more welcoming to our First Nations People.

Commission local Aboriginal Artist for artwork.
Smoking Ceremony to cleanse the land for the redevelopment

Create a welcoming environment that will encourage the local Aboriginal Community to identify when providing feedback on their experience in Qualtrics Patient Feedback

STANDARD 5: COMPREHENSIVE CARE

5.8 Identifying People of ATSI Origin

Currently mandatory field on all admission forms, including e-Admission and paper forms.

FY2020 – 3.8% of ALL patients status listed as 'Not Stated'.

Future plan: Project to improve the response rate to this question and bring the % of not stated to zero by 2023

2021 ATSI Action Plan

This action plan is relevant only to the ATSI Engagement Plan and must be reviewed annually using the Healthscope Self-Assessment Template

STANDARD	CRITERION	ACTION	PROGRESS	STATUS
1.2 Addressing needs of Aboriginal and Torres Strait Islander people	Set safety and quality priorities	Review Stats or presentations of patients identifying as ATSI and main reasons for presentation.	July-21: Regular review of admissions Most common presentation are for GIT, orthopaedics and then ENT.	In progress
	Promote ATSI representation in governance structures	Contact Darug Custodians Aboriginal Corporation. Engage an ATSI consumer consultant with assistance from Darug Custodians Aboriginal Corporation.	July-21: Contact has been made with Darug Corporation. July-21: Have not been able to recruit an Indigenous Consumer Rep, but have been able to contact Indigenous Consumer Rep from another Healthscope facility who is happy to assist us Aug-21: Contact has been made with local Aboriginal Consumer Consultant who has agreed to assist NPH.	In progress
1.21 Improving Cultural Competency	Develop, review and implement an ongoing cultural awareness and cultural competency training.	Develop site-specific Cultural Awareness training via e-learning portal Cultural Awareness training face to face – liaise Darug Custodians Aboriginal	July-21: This has not yet progressed. Will continue to pursue.	Open

STANDARD	CRITERION	ACTION	PROGRESS	STATUS
		Corporation provide or ?source education sessions with Corporate Indigenous Consumer Consultant		
	Share ATSI patient stories	Ask patients to provide feedback regarding their stay in relation to their cultural experience.	Jul-21: Have made contact with identified Indigenous patient who will meet with us.	Open
1.33 Creating a welcoming environment	Work in partnership with ATSI communities to identify ways to create welcoming environment	Hospital walk through with Darug Custodians Aboriginal Corporation representatives. Smoking Ceremony for redevelopment.	This will be organised once we have eased COVID restrictions Once we have a firm date we will contact Elder whose details have been provided to us by the Darug Corporation.	July 2021-On hold due to COVID Lockdown
	Create and sustain comfortable and friendly spaces for ATSI people	Liaise with Local artist to source artwork for new entrance foyer and wards. Develop additional actions following walk through by Darug Corporation	Jul-21: Have sourced a previous patient who is also a local artist to commission artwork. Unable to progress due to COVID restrictions	Open
1.4 Implementing and monitoring targeted strategies	Implement improvements in safety and quality for ATSI peoples	Review ATSI Engagement plan annually Monitor ATSI Action Plan and update as required Develop End of Life Care- Aboriginal and Torres Strait Islander People policy to	May-21: Policy has been developed with consideration to Cultural needs. Jun-21: Developed poster with local Indigenous Community Health contact details.	Complete- Aug-2021

STANDARD	CRITERION	ACTION	PROGRESS	STATUS
		<p>ensure the cultural needs are met.</p> <p>Up to date resource folder is available to staff for services in the community for the Aboriginal and Torres Strait Islander patients.</p>		
2.13 Working in partnership	Establish partnerships with ATSI groups within the catchment	Establish relationship with the Darug Corporation to build on going partnerships	Jul-21: Contact has been made to Darug Corporation	Open
	Ensure representation of ATSI communities on the decision-making bodies.	<p>Gain feedback from the Darug Corporation on how to make Nepean Private Hospital more welcoming to the First Nations People.</p> <p>Liaising with Darug Corporation to engage a local consumer consultant.</p>	<p>As above</p> <p>Corporate Indigenous Consumer Consultant is available as a resource as needed and when Darug Corporation Consumer Consultant is engaged training and support by Corporate Consumer Consultant will be provided.</p>	Open
5.8 Identifying people of ATSI origin	Patient Identification as Aboriginal	<p>It has been identified that there is a high number of patients who have “not stated” if they are either ATSI.</p> <p>From review the e-Admission form records a ‘not stated’ if the NA box is ticked. To improve the recording of</p>	<p>Jul-21: The project started in March 2021.</p> <p>Not Stated figures where approx. 14%.</p> <p>June 2021 not stated figures are down to 11%.</p>	Open

STANDARD	CRITERION	ACTION	PROGRESS	STATUS
		indigenous patients, when the patient is booking in and a 'not stated' is present, the admission staff will ask the question and record on their admission form and update WebPAS to reflect their response.		

National Dates of Importance

February

Anniversary of National Apology Day

On 13 February 2008, Prime Minister Kevin Rudd delivered the National Apology to Australia's Aboriginal peoples and Torres Strait Islander peoples for the injustices of past government policies, particularly to the Stolen Generations.

March

National Close the Gap Day

National Close the Gap Day is an annual event that raises awareness and seeks to close the gap with respect to life expectancy, child mortality, educational and employment outcomes between Aboriginal peoples and Torres Strait Islander peoples, and non-Indigenous Australians.



May

National Sorry Day

National Sorry Day offers the community the opportunity to acknowledge the impact of the policies spanning more than 150 years of forcible removal of Aboriginal and Torres Strait Islander children from their families.

National Reconciliation Week

National Reconciliation Week celebrates the rich culture and history of the first Australians. The week provides an opportunity to reflect on achievements so far and the things which must still be done to achieve reconciliation.

1967 Referendum

The 1967 Referendum was a landmark achievement following decades of activism by Aboriginal and Torres Strait Islander and non-Indigenous people, where more than 90% of Australians voted in favour of amending two sections of the Australian Constitution.

June

Mabo Day

Mabo Day marks the anniversary of the High Court of Australia's judgement in 1992 in the Mabo case. This is a day of particular significance for Torres Strait Islander Australians. The decision has paved the way for Native Title legislation.

July

Coming of the Light

The Coming of the Light festival marks the day London Missionary Society first arrived in the Torres Strait. The missionaries landed at Erub Island on 1 July 1871, introducing Christianity to the region.

NAIDOC Week



The NAIDOC Week theme for 2021 is Heal Country! NAIDOC celebrations are held around Australia to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people.

August

National Aboriginal and Torres Strait Islander Children's Day

National Aboriginal and Torres Strait Islander Children's Day was established by the Secretariat of National Aboriginal and Islander Child Care (SNAICC) in 1988. Each year, SNAICC has a theme for Children's Day to highlight a significant issue, concern or hope for Aboriginal and Torres Strait Islander children.

International Day of the World's Indigenous Peoples

On this day, people from around the world are encouraged to spread the United Nation's message on the protection and promotion of the rights of Indigenous peoples.

September

Indigenous Literacy Day

Indigenous Literacy Day is held to raise literacy levels and improve the lives and opportunities of Indigenous Australians living in remote and isolated regions.

Anniversary of the UN Declaration on the Rights of Indigenous People

The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) was adopted by the General Assembly on Thursday, 13 September 2007.

Resources

Healthscope Reconciliation Action Plan

<http://hint.healthscope.com.au/hospitals/DocumentManager/hos/clinical/ReconciliationActionPlanWorkingGroup/ReconciliationActionPlan/1224412323>

Healthscope WebPage - Reconciliation

Healthscope WebEx – Reconciliation Team

Darug Custodian Aboriginal Corporation

<https://darugcorporation.com.au/>

National Indigenous Australians Agency <https://www.indigenous.gov.au/>

Aboriginal and Torres Strait Islander patient care guideline (NSW Health)

https://www.facs.nsw.gov.au/assets/pdf_file/0022/157333/patient_care_guidelines.pdf

Cultural safety in health care for Indigenous Australians: monitoring framework

<https://www.aihw.gov.au/reports/indigenous-australians/cultural-safety-health-care-framework/contents/summary>

ACSQHC Advisory: Advice on the applicability of Aboriginal and Torres Strait Islander specific actions

<https://www.safetyandquality.gov.au/sites/default/files/2019-07/Advisory-Second-Edition-AS1804-Advice-on-Aboriginal-and-Torres-Strait-Islander-specific-actions.pdf>

ACSQHC: 4. Creating safe and welcoming environments for Aboriginal and Torres Strait Islander consumers

<https://www.safetyandquality.gov.au/wp-content/uploads/2016/10/04-Creating-safe-and-welcoming-environments.docx>

NSQHS: Identifying Aboriginal and Torres Strait Islander People

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/nsqhs-standards-identifying-aboriginal-and-torres-strait-islander-people>

NSQHS Standards User Guide for Aboriginal and Torres Strait Islander Health

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/nsqhs-standards-user-guide-aboriginal-and-torres-strait-islander-health>