

Investigating pharmacy staff awareness of interpreters, Indigenous Hospital Liaison Officers and medication-related resources in hospitals

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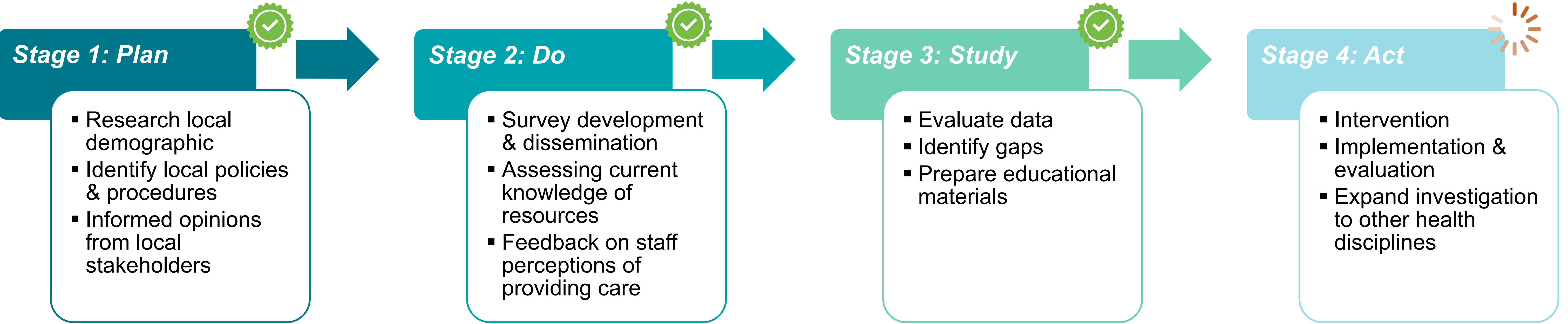
BACKGROUND

Evidence illustrates a difference in patient experience and health outcomes between those of English-speaking backgrounds and those who identify as being of Aboriginal and/or Torres Strait Islander origin or who are otherwise Culturally and Linguistically Diverse.¹⁻³

AIMS

The aim of this project was to evaluate whether pharmacy staff are aware of resources, including interpreters and Indigenous Hospital Liaison Officers, to provide the best care to consumers who identify as being of Aboriginal and/or Torres Strait Islander origin or who are otherwise Culturally and Linguistically Diverse.

METHODS



RESULTS

21 QUESTION SURVEY

75% OF STAFF RESPONDED

Including: Administration Officers, Pharmacy Technicians & Pharmacists

- 48%** know how to **access** interpreter services
- 41%** know how to **refer a patient or request support** in order to provide culturally safe and appropriate care to consumers who identify as being of Aboriginal and/or Torres Strait Islander origin
- 15%** know how to access **medicines-specific** resources to support communication?

Do you believe that you're currently able to provide the **same level of care** to consumers irrespective of language or culture?

No	9%	Yes	30%
Partly	52%		

“ Training on where to find information from reputable sources in various languages ”

“ Presentation by Indigenous Hospital Liaison Officers including refresher on the Better Together Medication Access (BTMA) scheme ”

“ Printed resources to refer to and knowledge of specific cultural considerations to be aware of when interviewing consumers ”

“ Easy to access and readily available translated information ”

CONCLUSION

By investigating and addressing gaps in awareness of interpreters, Indigenous Hospital Liaison Officers and resources to deliver medicines information for the diverse population, this will support the provision of equitable healthcare to all patients, respecting culture and language needs thus minimising the gap that currently exists in healthcare outcomes.

CONTACT

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I acknowledge the Traditional Owners of the land on which our services are located, the Gubbi Gubbi and Jinabara peoples and pay my respects to the Elders past, present and emerging and recognise the strength, resilience and capacity of all Aboriginal and Torres Strait Islander peoples. Further, I acknowledge the advice and insights of Suzanne Michaels, Tracy Grant and Stella Bamaga.

References:
 1. Queensland Government, 2021. Health Service Strategy 2021 - 2026. Brisbane: Metro North Hospital and Health Service, pp.1-30.
 2. Queensland Government, 2019. Multicultural Action Plan (MAP) 2021 - 2023. Brisbane: Metro North Hospital and Health Service, pp.1-20.
 3. Queensland Government, 2019. Better Together Aboriginal and Torres Strait Islander Health Plan 2019 - 2022. Brisbane: Metro North Hospital and Health Service, pp. 1-28.