

Area for improvement: Mental Health

Foundational skills and systems	Whole of practice suggestions	
<p>Demonstrated ability to conduct a culturally appropriate/trauma informed mental health assessment/psychological screening.</p> <p>Note: History and examination can be found in Promoting Refugee Health</p>	Reception	<ul style="list-style-type: none"> • Cultural safety training/education • Lifeline, Mensline, beyondblue resources in various languages in waiting room with posters
	Practice Manager	<ul style="list-style-type: none"> • Knowledge of assessment and screening tools – bookmarked and available for staff •
	Practice Nurse	<ul style="list-style-type: none"> • Knowledge of assessment and screening tools – bookmarked and available for staff •
	GP	<ul style="list-style-type: none"> • Knowledge of assessment and screening tools – bookmarked/on hand •
	Other	
<p>Demonstrated knowledge of, and ability to refer to, Foundation House or community health for specialist torture and trauma counselling</p>	Reception	<ul style="list-style-type: none"> • Easily accessible contact numbers/referral pathways website for Foundation House •
	Practice Manager	<ul style="list-style-type: none"> • Referral pathways clearly documented and accessible to all staff • Referral pathways included in relevant policies and procedures
	Practice Nurse	<ul style="list-style-type: none"> • Easy access to Foundation House referral pathways website • Timely referrals • Knowledge of how to refer-pathways documented
	GP	<ul style="list-style-type: none"> • Easy access to Foundation House referral pathways website • Timely referrals • Knowledge of how to refer-pathways documented
	Other	

Demonstrated ability to form an open and trusting relationship.	Reception	<ul style="list-style-type: none"> • Longer appointment times made where needed
	Practice Manager	<ul style="list-style-type: none"> • Longer appointment times • Relationship with community access workers/bilingual workers & community contacts
	Practice Nurse	<ul style="list-style-type: none"> • Cultural safety training/education
	GP	<ul style="list-style-type: none"> • Cultural safety training/education • Involve family in conversations, if appropriate
	Other	
Additional skills and systems	Whole of practice suggestions	
Ability to discuss the links between the body and the mind with the client.	Reception	<ul style="list-style-type: none"> • Consider patients gender preference of health professional, when possible, and document on file
	Practice Manager	<ul style="list-style-type: none"> • •
	Practice Nurse	<ul style="list-style-type: none"> • Consider patients gender preference of health professional, when possible, and document on file •
	GP	<ul style="list-style-type: none"> • Awareness of religious/faith impacts on ideas • Discussion of protective factors- such as faith, community, family • Use of translated information/multilingual resources
	Other	<ul style="list-style-type: none"> • •
Consideration of additional factors influencing access to and understanding of treatments and medications.	Reception	<ul style="list-style-type: none"> • Maps for local chemists •
	Practice Manager	<ul style="list-style-type: none"> • Awareness of cost of medications - sometimes prohibitive •
	Practice Nurse	<ul style="list-style-type: none"> • Translated information re: common medications

		<ul style="list-style-type: none"> • Educate patients re: scripts, repeat scripts, administration/packet instructions • Teach back technique for each medication to ensure understanding
	GP	<ul style="list-style-type: none"> • Ensure understanding with patients about chemists, medications, repeat scripts • Relationship with local chemists who use TIS to explain prescriptions to patients • Easidose resource utilised http://easidose.com/ • Check understanding of dosage using Teachback method
	Other	<ul style="list-style-type: none"> • •
<p>Consideration of cultural understandings of mental health and illness, shame/stigma, faith/religion, confidentiality/privacy and help-seeking attitudes and behaviours, inter-generational learning.</p>	Reception	<ul style="list-style-type: none"> • •
	Practice Manager	<ul style="list-style-type: none"> • •
	Practice Nurse	<ul style="list-style-type: none"> • Talk broadly about issue “Sometimes people will feel sad or worried, or may be having a tough time being away from their family and trying to adjust to a new country...help is available.” • Knowledge of help-seeking behaviours-barriers and benefits
	GP	<ul style="list-style-type: none"> • Ability to have culturally sensitive conversations with patients that take into account multiple factors that influence mental health
	Other	<ul style="list-style-type: none"> • •