



victorian refugee  
health network



<i>Priority Area for Action: High Rates of Did Not Attend (DNA) for patients from refugee backgrounds</i>						
<b>Action required</b>	<b>How will we do this?</b>	<b>What support/resources are required?</b>	<b>Who is responsible?</b>	<b>By when / frequency?</b>	<b>What data is available?</b>	<b>Who will collect this info? When will it be reviewed?</b>
<i>Increase interpreter use by non-clinical staff for communicating and confirming appointments and follow up</i>	<ul style="list-style-type: none"> <li><i>TIS Doctors Priority Line phone number and client code displayed behind reception desk to improve workflow and jog memory</i></li> </ul>	<ul style="list-style-type: none"> <li><i>Registration for client code with TIS National</i></li> <li><i>Phone with dual-handset provided at reception</i></li> </ul>	<p><i>Steve (reception)</i></p> <p><i>Susan (Practice Manager)</i></p>	<p><i>Friday 12 Feb 2016</i></p> <p><i>Friday 19 Feb 2016</i></p>	<p><i>TIS data</i></p> <p><b>pre</b> Nov – 2015 – 30Jan 2016</p> <p><b>mid</b> Feb2016 – 30 April 2016</p> <p><b>post</b> May – July 2016</p> <p><i>DNA rates for refugee background patients</i></p> <p><b>pre</b> Nov – 2015 – 30Jan 2016</p> <p><b>mid</b> Feb2016 – 30 April 2016</p> <p><b>post</b> May – July 2016</p>	<p><i>Maria to send Maria TIS and DNA data for for analysis: Maria to present findings at practice team meetings</i></p> <p><i>Susan to send Maria DNA data for analysis and presentation at team meetings</i></p>

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	<ul style="list-style-type: none"> <li>Practical training/ demonstration and trialling of using interpreters with front of house staff</li> </ul>	<ul style="list-style-type: none"> <li>Expertise in working with interpreters – Maria from EACH</li> </ul>	Maria (EACH) to deliver session with Steve & Mary (reception) and Susan (Practice Manager)	Monday 22 Feb 2016		
Coordination/ Confirmation of first appointment with settlement worker	<ul style="list-style-type: none"> <li>Develop understanding of processes for referrals from settlement to GP and for practice provide feedback to settlement re DNA</li> <li>Determine where in medical software will this be recorded</li> <li>GP to ensure communication of follow up appointment/referral information to settlement worker</li> <li>Reception to book longer first appointment</li> <li>Reception to remind settlement worker that client needs to bring health records</li> </ul>		Susan (Practice Manager)  Dr Alison Susan (Practice Manager)  Steve and Mary (reception)  Steve and Mary (reception)		DNA rates for refugee background patients <b>pre</b> Nov – 2015 – 30Jan 2016 <b>mid</b> Feb2016 – 30 April 2016 <b>post</b> May – July 2016	Susan to send Maria DNA data for analysis and presentation at team meetings

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SAMPLE