



## *PATIENT QUOTES*



*"the team is very approachable, and have a very person centred care and are very easy to talk to, they always check that everyone is OK, not just me and ....., but all the family is coping, I think that very important when you are going through a journey and everyone is being affected"*



*"I'm very happy and adequately cared for it's just been wonderful for me".*



*"We don't look after ourselves us old people, I was in and out of hospital with pneumonia and me other chronic problems, I just wasn't looking after myself good, until you fellas come out here and looked at things and just took it from there", I would have literally died if I hadn't got seen".*



*"I didn't used to go see no one I just went along with everything, but its goods ya's are looking after us old black fellas".*



*"They're Incredible, they are all working together, if we didn't have them, no one would go to the doctors, would be in and out if hospital wouldn't get to the doctors or get medicines. Having these fellas working together really benefits us it easy for us now".*



*"I had to go to Canberra for me treatment and they took care of all that stuff and then help for care services for my husband cause I'm his carer and I would have been lost without their help"*



*"They been all good, they wanna know what I've been doing and if my results come back not real good ...they wanna know why and fix it"*



*"I just talk to them and they listen they sometimes he comes to my GP with me to help me understand what going on and tell them all the help I have been getting"*

## Integrated Aboriginal Chronic Care (IACC)

"GET ALL YOUR NEWS RIGHT HERE"

"EXTRA EXTRA READ ALL ABOUT IT"

"WORLD LEADERS WATCHING IACC"

### IACC Patient Experience Symposium

Vol XCIII, No. 311 Monday 29- Tuesday 30 April , 2019 \$1.25

#### Headline 1- Husband & wife reside in Rural NSW

**Meet Lionel & Kellie**

"I got asthma and a bad heart" - Lionel

"I can get very unwell very quick sometimes"- Kellie

#### Headline 2- Chronic Care Solution

#### Headline 3- This is My Story

Paragon on the Road  
"When the pressure is on" - Bruce 2017

#### Headline 4- Healthy Heart

After great attention, our team members could be proud and feel better about it.

#### Headline 5- The First Step

#### Headline 6- The First Step

#### Headline 7- The First Step

#### Headline 8- The First Step

#### Headline 9- The First Step

#### Headline 10- The First Step



"IACC SOLUTION TO WORLD PEACE"

IACC STAFF UP FOR HUMANITARIAN AWARD...AGAIN



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 **IACC Patient Expérience Symposium** 

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<b>Headline 1-</b>	Husband & wife reside in Rural NSW	<b>Headline 2</b> Chronic care History
		

## Headline 1- Husband & wife reside in Rural NNSW



### Meet Lionel & Kellie

*"I got asthma and a bad heart" - Lionel*

*"I can get very unwell very quick sometimes"- Kellie*

#### Headline 2 Chronic c

Access to Shared Care before IACC -  
"Not real good No. I never seen anybody, I just went  
along with it" - Lionel

#### Headline 3 This is My S



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## Headline 2 Chronic care History

**Access to Shared Care before IACC -**  
**"Not real good No. I never seen anybody, I just went  
along with it"- Lionel**



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## Headline 3

### This is My Story

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#### Bumps in the Road

"Where My Journey Starts" - Before IACC

“

*"There are things that they put on like last year, we had the Healthy Heart program and we understood with in the community about heart attacks in woman like they are similar to men, but we can have them in different areas when we are having heart attacks and that....we need more program like that"- Kellie*

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## Headline 4- Healthy Heart

## Healthy Lifestyles



Aboriginal woman felt their voices could be heard and their stories shared.



I don't like people  
me ....they gotta  
going o

**Headline 7-**

- Clinical Review
- Home Visit
- Referrals
- Check Up/Reassessment & Follow-up
- Advocacy

## Headline 6- IACC Matrix

	CGAP	UN
Global Machine		
Equipment	✓	
Office Rework		
Office - Health Support & Mobility	✓	✓
Case Management	✓	
Case Co-ordination (no. of projects & countries in the field)		
Financial -> UNV	✓	
HRM Value Assessment		✓
Quality / Value / Impact / Sustainability Score Community (Baker 2004, 10)		

## Headline 5- The IACC Team

- 77 staff
- 10 Major partners
- Tweed Heads to Grafton





**Remember the healing power of  
laughter**

**I don't like people sort of talking about  
me ....they gotta let me know whats  
going on - Lionel**

## Headline 6- IACC Matrix

	CPAP Machine	CCAP	CDM	AHW	ITC AMS	ITC General	IHPO	Patient Requesting / Needs
Equipment		✓		✓	✓		✓	✓
Clinical Review					✓			✓
Clinic / Health Support & Advocacy		✓	✓	✓				✓
Case Management		✓						✓
Care Co-ordination (IHC) (Aboriginal & Torres Strait Islander Health)					✓		✓	✓
Transport (including funding & fuel vouchers)		✓		✓	✓			✓
Home Visits (as required)		✓	✓	✓	✓	✓	✓	✓
Healthy Lifestyle (Hospital Base/Home Base/ Community Group/ E.P. 1.1)		✓		✓	✓			✓

CPAP Machine

Lead IACC Team

Specialist Appointment /training etc

Exercise program  
Healthy eating etc

## Headline 7-

- Clinical Review
- Home Visit
- Referrals
- Check Up/Reassessment & Follow up
- Advocacy

Integrated Aboriginal Chronic Care Staff Profile: Clarence



**Emma Ridgway**

Registered Nurse - Chronic Care for Aboriginal People

Staff details	Roles/Responsibilities	Description
 <p><b>Emma Ridgway</b> Registered Nurse CCAP NNSWHD Grafton to Yamba and surrounding areas Phone: 0419425032 Monday - Thursday 8am - 4:30pm</p>	 <p>Chronic Care Management 48 Hour Follow Up Home Visits Clinical Assessment CHOC Referral/Advocacy</p>	 <p>Monday - Thursday Office alternate between (depending on patient needs and priorities) <b>MacLean Community Health and Grafton Aboriginal Health</b></p>

Emma is a Registered Nurse - Chronic Care for Aboriginal People. She has been in the community for 23 years and 17 years of that time has been in the community setting. She has completed a Graduate Certificate in Chronic Disease Management through MacLean Community Health. Her goal is to work effectively with chronic illness/careers and health services to improve quality of life and health outcomes for Aboriginal and Torres Strait Islander People. Her ongoing work is focused on working with Aboriginal People and Communities to improve outcomes and equity and access to services. Other areas of study have included Age Care, Diabetes and Cardiovascular Management.

	AFW	TC	AMS	TC General	IHPG	Patient Requesting Needs
	✓	✓			✓	
		✓			✓	Specialist Appointment training etc
	✓				✓	
					✓	

- **Goals**
- **Outcomes**

“ I would have literally died if I hadn't got seen to at that time ”

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**Headline 5- The 10000 Year**

**Headline 6- The 10000 Year**

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