NSW GOVERNMENT | Health — South Western Sydney Local Health District

Diverse Voices, Unified Care: Integrating **HOPE** PRMs in Multicultural SWSLHD

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Introduction

The South Western Sydney Local Health District (SWSLHD) is a culturally and linguistically diverse (CALD) region, with a significant portion of its population born overseas and speaking languages other than English at home. According to the Australian Bureau of Statistics, 27.6% of Australia's population were born overseas, with the top languages spoken at home being Mandarin, Arabic, Vietnamese, Cantonese, and Punjabi. This diversity presents unique challenges in healthcare delivery, particularly in overcoming language barriers and ensuring equitable access to services.

The Health Outcomes and Patient Experience (HOPE) Patient Reported Measures (PRMs) system is an innovative IT platform designed to address these challenges. The HOPE system enables patients to report their healthcare experiences and outcomes electronically, using personal computers, tablets, or smartphones. This real-time data collection helps clinicians understand patient needs and improve shared decision-making (Levesque, 2019).

Methods

Key features of the HOPE PRMs system that help overcome CALD barriers were developed and implemented as part of the ongoing rollout of the system across the district:

- **Multilingual Support:** surveys translated in top 10 languages including Arabic, Vietnamese Greek, Italian, Korean, Macedonian, Serbian, Simplified Chinese, Spanish, and Traditional Chinese
- **Patient and Carer Portal:** This portal enables patients and their carers to access information securely and complete surveys, ensuring that language and cultural differences do not hinder their ability to participate in their healthcare
- **Integration with EMR :** ensuring that patient-reported data is seamlessly incorporated into clinical workflows
- **Co-Design and Consultation:** Communication materials, survey translations and workflows were co-designed with consumers and executive support

Results

Participation

Over 5,580 PROMs have been completed by 1,460 patients who the majority (99.35%) of which complete the survey in English either themselves, by their carer or clinician on their behalf.

Increasingly other language options are being utilized by patients to complete the survey primarily being Vietnamese, Arabic and Spanish and is reflective of the current top 5 CALD communities in SWSLHD.

Figure 1.
Survey completion by Languages other than English

- Vietnamese
- Arabic
- Spanish
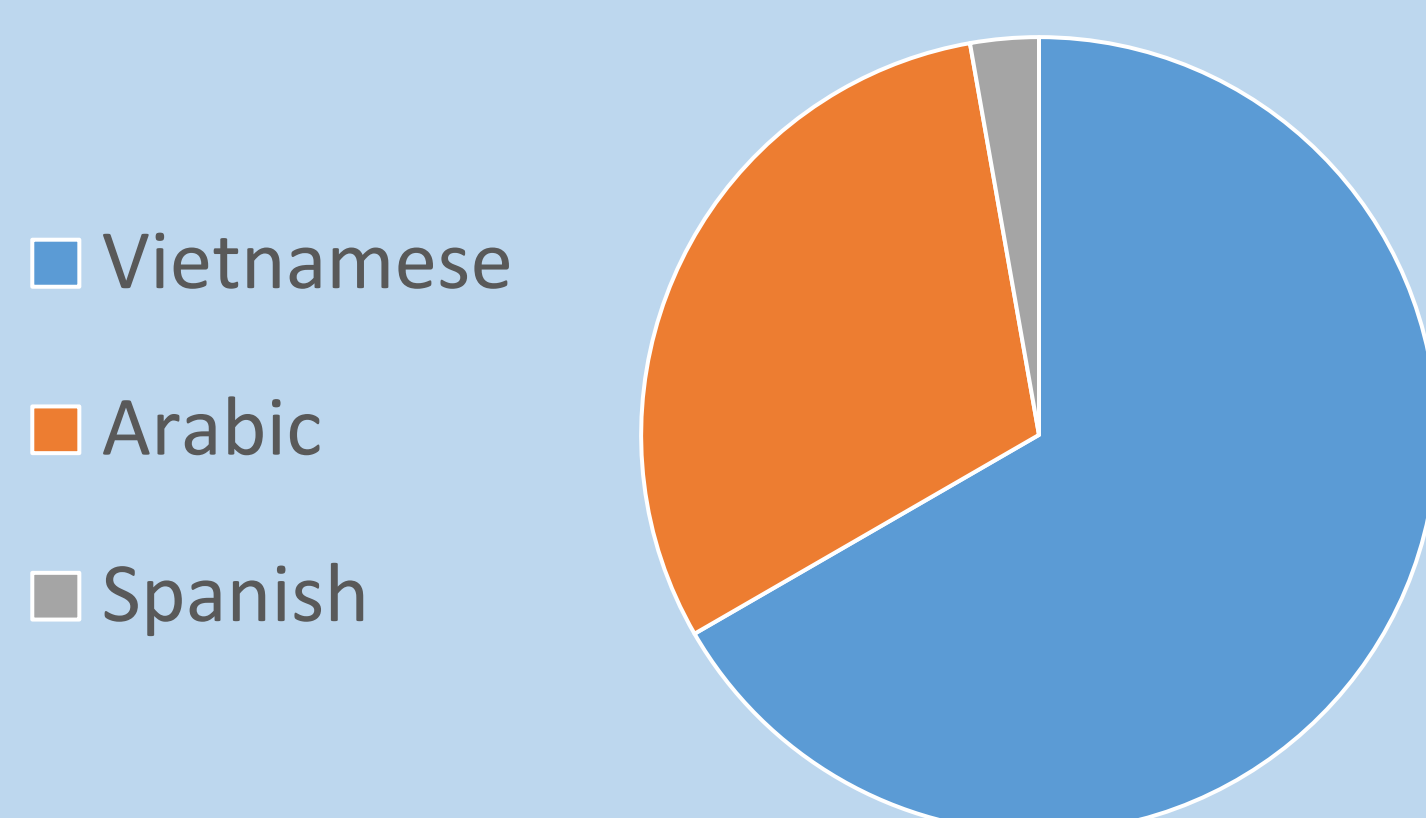
Co-Design

Figure 2.
Sample of videos being consulted

A series of video resources aimed at enhancing health outcomes for diverse communities and providing an understanding of PRMs were reviewed and feedback provided in consultation with ACI and the SWSLHD Consumer and Community Engagement groups.

Additionally, Multicultural Health and Executive Leadership were consulted to provide feedback, to inform the delivery approach. This approach focuses on clear, accessible language and visual aids to cater to different health literacy levels.

EMR Integration

The integration of the HOPE system with Electronic Medical Records (EMR) across 31 locations in SWSLHD and 888 locations in NSW marks a significant advancement in healthcare technology. This integration, initiated in January 2024, has streamlined access for clinicians, enabling them to register, assign, and review surveys efficiently.

Key Benefits:
- Streamlined Clinician Access > Improved Care Coordination
- Carer Involvement > Empowering Carers
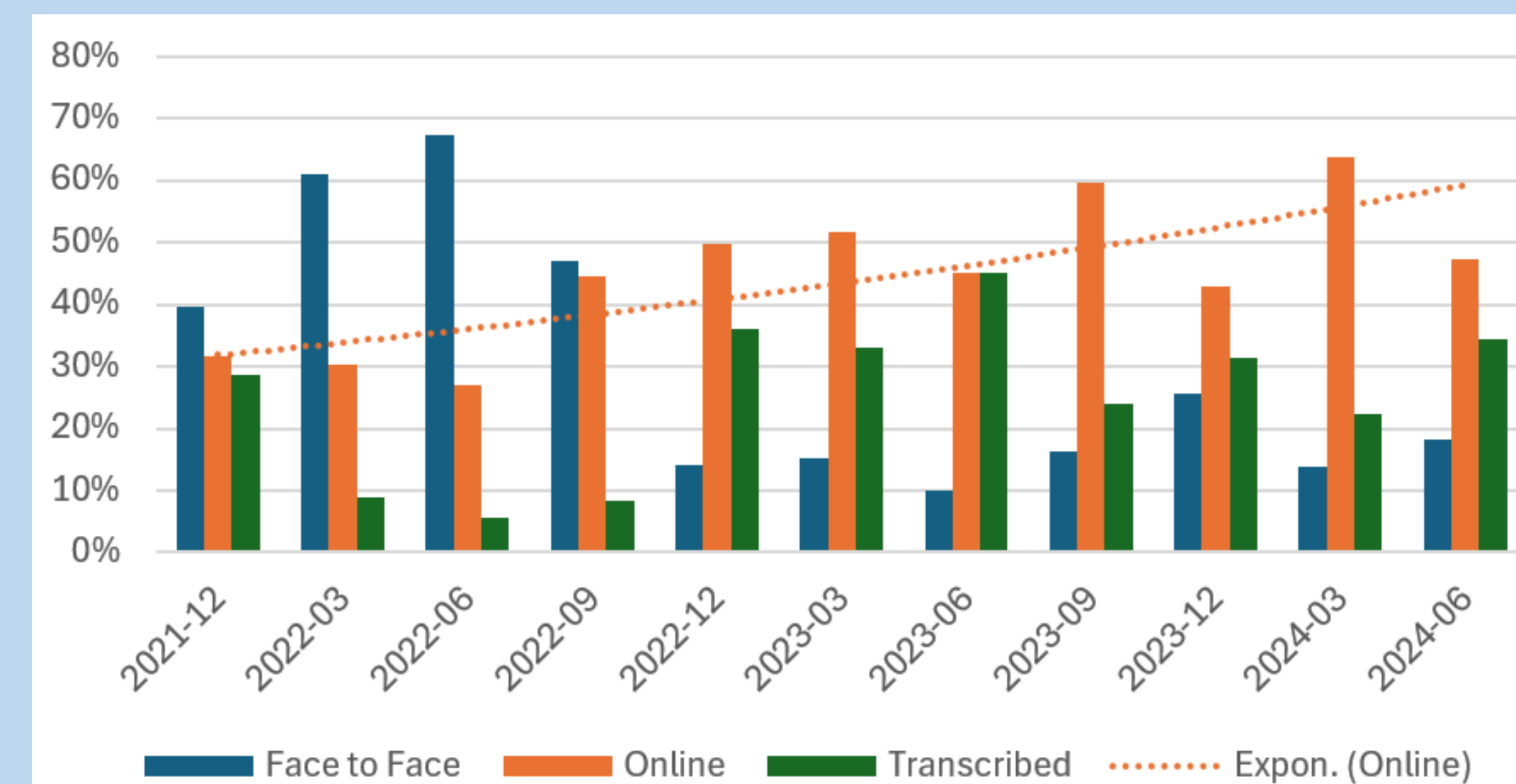- Clinician Transcribing > Cultural Sensitivity and Access

Face to Face　Online　Transcribed　⋯⋯ Expon. (Online)

Figure 3.
Survey Completion Method in HOPE

Discussion

- **Leveraging HOPE PRMs System:** SWSLHD can better address the needs of its diverse population, ensuring high-quality, culturally sensitive care for all patients.
- **Language Accessibility:** Developing greater accessibility in multiple languages and raising staff awareness about language options to reduce the need for patients to fill in surveys in English only.
- **Carer Translation Data:** Gathering more data in the carer translation space to enhance support for carers and those they care for.
- Clinician Confidence: Increasing clinician confidence in the system to boost user participation.
- **Online Collection Methods**: Enhancing access and collection via online methods to improve accessibility for patients and carers, providing freedom to respond to surveys and enabling other care delivery modes such as virtual models of care.

References:
- Australian Bureau of Statistics (2022). *Cultural diversity: Census*, 2021.
- Statista (2024). *The most spoken languages worldwide* 2023.
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- AIHW (2018), *Patient-reported experience and outcome measures*
- Pérez-Stable, E.J., El-Toukhy, S. (2018). *Communicating with diverse patients: how patient and clinician factors affect disparities.* Patient Education and Counseling, 101(12), pp. 2186-2194.

Scan here to find out more or contact the PRMs Team→

Multilingual Support — Patient / Carer Portal — EMR Integration — Co-Design