

Aboriginal Liaison Officer Services

Form S2\_116

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## Aboriginal Liaison Officer Services (Form S2\_116)

Revision of categories has occurred to combine statistical collection needs of the Improving Care for Aboriginal and Torres Strait Islander Patients (ICAP) program and the Aboriginal Hospital Liaison Officer (AHLO) Program form forwarded to Koori Human Services Unit. From July 2006, page 1 of the AHLO Monthly Report is to be replaced by electronic submission of statistical data on AIMS Form S2\_116.

The measure used for collecting statistical data is an occasion of service. An occasion of service measures volume; it is not a measure of case complexity or level of resource usage.

### Services within the hospital (Item 1)

#### Assisting with visits to hospital out-patients (Item 1ii)

Outpatient services refer to services provided to non-admitted, non-emergency department patients within designated specialist units/departments within the hospital. Outpatient services refer to services provided 'on campus', that is, services provided on a hospital site.

Include occasions of service provided to Aboriginal patients who at the time assistance is being provided, are attending a designated outpatient clinic/department within the hospital. This may be accompanying a patient to either an individual outpatient appointment or to a group session such as ante-natal class, rehabilitation session or diabetes education group.

#### Assisting with visits to hospital Accident/Emergency (Item 1iii)

Include occasions of service provided to Aboriginal patients who at the time assistance is being provided, have not been admitted and are attending designated emergency (or 'casualty') departments within the hospital. This includes patients treated in such departments before admission as admitted patients.

#### Cross cultural training/educational sessions (Item 1iv)

Include training and educational sessions conducted by Aboriginal liaison officers on the hospital site. Sessions may include information sessions on specific health issues affecting the local Aboriginal community, staff programs as a way to raise cultural awareness in the hospital or forums for addressing health priorities within the local Aboriginal community. The sessions may be for Aboriginal community members or organisations, other hospital staff or external persons.

Each training or educational session is to be counted *once only*, irrespective of size or the number of liaison officers providing services.

### Services outside the hospital (Item 2)

#### Assisting with visits to community health and GP services (Item 2i)

Include occasions of service where assistance is provided to an Aboriginal patient for attending a community health service or a general practitioner (GP) appointment. This may include arranging appointments or counselling services. Community health services may include a designated Aboriginal/Koori community service, community health centre, maternal and child health service, post-natal service or Koori Community Alcohol and Drug services.

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**Assisting with visits to other agencies (Item 2ii)**

Include occasions of service where assistance is provided to an Aboriginal patient who attends or receives other services such as home and community care (HACC), Centrelink, police, welfare organisations, DHS services such as housing, child protection, children’s services or disability services, or referrals and visits to aged care residential services.

**Assisting with visits to specialists (Item 2iii)**

Include occasions of service where assistance is provided to an Aboriginal patient with visits to medical or surgical specialists, including assisting with visits to specialists at other hospitals such as referrals to Royal Children’s Hospital, Royal Women’s Hospital, Royal Victorian Eye and Ear Hospital or any tertiary hospitals or base hospitals for rural services.

**Cross-cultural training/educational sessions provided (Item 2iv)**

Include cross-cultural training and educational sessions conducted by Aboriginal liaison officers from an off-site venue. Sessions may include information sessions on specific health issues affecting the local Aboriginal community, staff programs as a way to raise cultural awareness in the hospital or forums for addressing health priorities within the local Aboriginal community. The sessions may be for Aboriginal community members or organisations, other hospital staff or external persons.

Each training or educational session is to be counted *once only*, irrespective of size or the number of liaison officers providing services.

**Home visits (Item 2v)**

Include occasions of service where assistance is provided to an Aboriginal patient with visits to the Aboriginal patient’s family home or community or other residential facility in which they live.

**Phone contacts (Item 3)**

Phone contact with Aboriginal patients or the patient’s family about health related issues. Does not include arranging appointments or visits to community or specialist services.

**Transport to and from health services (Item 4)**

On occasions, liaison officers provide transport to an Aboriginal patient to and from the hospital or other health or community service. An occasion of service should cover the entire transport experience to and from the health service visit.