

Pilot Development: Asian Health Support Service (May 1999 to Sept 2000)

Pilot Service Description

Asian Health Support Service (AHSS) was established in 1999 as an 18 month pilot project to:

- Conduct two surveys. “*The Survey of Asian peoples residing in North and West Auckland*”; and “*the Health Professionals Survey*”, (Ngai, 2001).
- Translate pamphlets identified as a priority by Asian respondents
- Develop in-service training programme for health professionals to enhance their communication and understanding with Asian patients
- Develop an Asian volunteers team for home visits, inpatient support

Pilot Outcomes

The surveys identified the 4 major issues affecting health inequalities (access and under-utilisation of health care services) of Asian migrants and refugees from diverse cultural and language backgrounds

- Language Barrier
- Cultural difference in assessment & treatment
- Lack of culturally sensitive services
- Lack of understanding of NZ health system

The survey also identified a list of cultural responsive services considered most useful by the Asian migrant and refugee respondents. Ranked according to priority.

- Asian Helpline Service
- More Asian Health professionals/social workers/ counsellors
- Directory/pamphlets of healthcare service
- Interpreters available for those with language barrier
- Asian health support workers
- Regular health information on media in own language
- One stop health shop
- Health talks/training workshop with interpreters
- Mainstream healthcare services with cultural sensitivity
- Asian health support group for clients
- Asian youth support service
- Transport service for Asian patients
- Respite service provided by Asians

The survey project was presented in the 2000 WDHB Clinical and Quality Awards and won 3rd placing.

Achievements: The survey report was launched in 2001 with recommendations. AHSS gained sustainable funding to be developed into a formal service.