

---

# Asian Health Support Services Access

---

## Overview

---

**This document** This document provides a quick reference about services available to support staff provide culturally appropriate care.

---

**Contents** This document contains the following topics

<b><u>Topic</u></b>	<b><u>See Page</u></b>
Introduction .....	2
Asian Health Support Services .....	4
Procedures for Accessing Patient / Family Support.....	5
Asian Patient Support, North Shore Hospital Site.....	5
Asian Patient Support, Waitakere Hospital Site .....	7
Asian Mental Health Cultural Support Coordination Service .....	9
Asian Breastscreen Support.....	11
Asian Diabetes Support Groups .....	11
iCare Health Information Line .....	11
Procedures for Accessing Services .....	12
Waitemata Auckland Translation & Interpreting Service (WATIS).....	12
Learning Opportunities and Resources .....	13

---

## Asian Health Support Services Access

### Introduction

#### Objectives

- To improve responsiveness to Asian healthcare needs by reducing inequalities
- To provide communication (language) support for WDHB staff and for Asian patients/clients and their families using WDHB services and cultural support at North Shore Hospital (NSH) and Waitakere Hospital (WTH) Inpatient settings
- To improve access to health services and health information for the Asian population
- To develop training and resources for WDHB staff to enhance cultural competence working with culturally and linguistically diverse (CALD) population
- To advocate and represent Asian communities on health issues to reduce inequalities

#### Associated Documents

The table below identifies associated documents

Type	Title/Description
Waitemata DHB Corporate	Interpreting & Translation Services
References	Waitemata DHB (2001): Healthcare Needs of Asian People, (Ngai et al) MoH (2003): Asian Public Health Report Improving mental health services responsiveness to Asian communities: Auckland Regional Asian Mental Health & Addictions Implementation Plan 2006-2010 Improving mental health services responsiveness to Asian communities: Waitemata District Implementation Plan 2006-2010 A Health Profile of Young Asian New Zealanders, 2006 Auckland Regional Settlement Strategy - 2007 NDSA Regional Asian Mental Health Interpreter Workforce Development Project Report – 2006& 2007 WDHB District Strategic Plan 2005-2010 WDHB Board Strategic Workshop – Background Paper (2006) Asian Health Chart Book, 2006 Asian people and their health WDHB – 2006 Census

*Continued on next page*

---

## Asian Health Support Services Access

---

### Introduction, Continued

---

Type	Title/Description
References	<ul style="list-style-type: none"><li>• Waitemata Stakeholders Network (WSN) Strategic Plan Report (2010-2011)</li><li>• WSN Mental Health &amp; Addiction Service Development Plan (2010-2015)</li><li>• WDHB's Asian Workforce Development Action Plan (2009-2013)</li><li>• Asian Health Action Plan for WDHB (2010-2012)</li><li>• NZ Public health and Disability Act 2000</li><li>• Ministry of Health (including Operational Policy Framework 2008-2009)</li><li>• Health Needs Assessment for Asian people in Waitemata. Auckland: Waitemata District Health Board. (Zhou, L. 2009)</li></ul>

---

---

## Asian Health Support Services Access

---

### Asian Health Support Services

---

#### Services Provided

Asian Health Support Services provide the following services and programmes:

- Waitemata Auckland Translation & Interpreting Service (WATIS)
  - Asian (Chinese and Korean) Patient Support Service
  - Asian Mental Health Cultural Support Coordination Service
  - Asian Breastscreen Support Service
  - Diabetes Support Group Education
  - iCare Health Information Line
  - CALD cultural competency courses for health practitioners
  - CALD cultural resources for health practitioners
- 

#### Hours of Operation

- WATIS Translation & Interpreting Service –  
Accessible: 24 hours weekday, weekends, and holidays
  - Asian Patient Support Service  
Accessible: Business days 0830 to 1700
  - Asian Mental Health Cultural Support Coordination Service  
Accessible: Business days 0830 to 1700
  - Asian Breastscreen Support Service  
Accessible: Business days 0830 to 1700
  - Asian patient education and health promotion programmes
  - Accessible: 1-2 Korean and 1-2 Chinese diabetes talk per year
  - iCare Health Information Line  
Accessible: Business days 1000 to 1530
  - CALD Cultural Competency courses for health practitioners  
Accessible: see Course Calendar [www.caldresources.org.nz](http://www.caldresources.org.nz)
  - CALD cultural resources for health practitioners  
Accessible: via website [www.caldresources.org.nz](http://www.caldresources.org.nz) online 24 hours  
weekday, weekends, and holidays
-

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support

---

#### Asian Patient Support, North Shore Hospital Site

#### Basic Communication / Cultural Support

Support can be facilitated over the phone, or face to face by Mandarin, Cantonese, and Korean bi-lingual staff member sent to the ward/department to facilitate communication or advice

Note: Cultural support staff is NOT to be used in place of trained interpreters for interpreting medical-related conversations. Cultural staff are useful for basic communication for example:

- Explaining a menu
- Helping a patient/visitor who is lost
- Non-medical communication with patients' families
- Asking patients for their personal details, e.g. name, address

Examples of cultural support /advice include:

- Providing cultural-specific communication tips
- Enquiring about the client cultural ways / preference
- Bridging cultural misunderstandings
- Advising practitioners client's cultural orientation e.g. collective vs. individualistic orientation
- Participate in clinical meeting and family meeting for cultural support/ advice
- Engaging client and family if there are issues pertaining to treatment or system they are not familiar with
- Navigating client to appropriate health services

#### Emotional Support

For emotional support requirement staff should:

1. Determine the person's ethnicity and spoken language.
2. Referrals to include the following information:
  - Patient/client's name
  - Ward/department and contact person
  - Language/ethnicity
  - Situation (*e.g. has just been involved in a car accident*)

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support, Continued

---

#### **Ongoing Asian Patient Support (with follow up visits/phone calls)**

For ongoing patient support (non-mental health clients) – clients will be supported with visits / follow up phone calls to maximum of 4 weeks, with a review of further needs.

Referrals be made with the following information

- Patient/client's details
- Language/ethnicity
- Brief medical history or situation
- Reason for request
- Referrer's contact details

#### **Referrals**

All North Shore Asian health support service (non-mental health) referrals, can be received via on-line referral [www.asianhealthservices.org.nz](http://www.asianhealthservices.org.nz) or by fax to 09 486 8307 or extn. 2307 (or ring extn. 2314)

#### *Please note:*

- The service is funded with only 2.5 FTEs Chinese and Korean bi-lingual speaking staff to cover both Waitakere and North Shore Hospital sites, and the service do not have staff from other Asian sub-cultural groups. Urgent referrals will be prioritised.
- Referrals relating to children with disability related issues (eg diagnosed with intellectual and physical disability or developmental issues) – such cases need to be referred to WDHB Child Development Service Cultural Caseworkers

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support, Continued

---

#### Asian Patient Support, Waitakere Hospital Site

#### Basic Communication / Cultural Support

Support can be facilitated over the phone, or face to face by Mandarin, Cantonese, and Korean bi-lingual staff member sent to the ward/department to facilitate communication or advice

Note: Cultural support staff are NOT to be used in place of trained interpreters for interpreting medical-related conversations. Cultural staff are useful for basic communication for example:

- Explaining a menu
- Helping a patient/visitor who is lost
- Non-medical communication with patients' families
- Asking patients for their personal details, e.g. name, address

Examples of cultural support /advice include:

- Providing cultural-specific communication tips
- Enquiring about the client cultural ways / preference
- Bridging cultural misunderstandings
- Advising practitioners client's cultural orientation e.g. collective vs. individualistic orientation
- Participate in clinical meeting and family meeting for cultural support/ advice
- Engaging client and family if there are issues pertaining to treatment or system they are not familiar with
- Navigating client to appropriate health services

#### Emotional Support

For emotional support requirement staff should:

1. Determine the person's ethnicity and spoken language.
2. Referrals to include the following information:
  - Patient/client's name
  - Ward/department and contact person
  - Language/ethnicity
  - Situation (*e.g. has just been involved in a car accident*)

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support, Continued

---

#### **Ongoing Asian Patient Support (with follow up visits/phone calls)**

For ongoing patient support (non-mental health clients) – clients will be supported with visits / follow up phone calls to maximum of 4 weeks, with a review of further needs.

Referrals be made with the following information

- Patient/client's details
- Language/ethnicity
- Brief medical history or situation
- Reason for request
- Referrer's contact details

#### **Referrals**

All Waitakere Asian health support service (non-mental health) referrals, can be received via on-line referral [www.asianhealthservices.org.nz](http://www.asianhealthservices.org.nz) or by fax to 09 8378840 or extn. 6840 (or ring extn. 6017)

#### *Please note:*

- The service is funded with only 2.5 FTEs Chinese and Korean bi-lingual speaking staff to cover both Waitakere and North Shore Hospital sites, and the service do not have staff from other Asian sub-cultural groups. Urgent referrals will be prioritised.
- Referrals relating to children with disability related issues (eg diagnosed with intellectual and physical disability or developmental issues) – such cases need to be referred to WDHB Child Development Service Cultural Caseworkers

---

#### **Asian Patient Support, Other WDHB Service Sites**

No cultural support is available for: other WDHB sites (including Regional services located in ADHB and CMDHB districts)

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support, Continued

---

**Asian Mental  
Health  
Cultural  
Support  
Coordination  
Service**

Asian Mental Health Cultural Support Coordination Service provides community and hospital based support to people who experience mental health issues and on their way to recover.

Service Objectives: Working in partnership with mental health clinical teams to:

- Improve access to information and services to reduce crisis intervention
- Improve communication and engagement process
- Enhance cultural input in the assessment, treatment and recovery process
- Promote Asian mental health and wellbeing

**Asian Mental Health Cultural Team comprises of:**

- 1 FTE Team Leader
- 4.5 FTE Cultural Support Coordinators (3 Chinese and 2 Korean full or part time staff)
- 2 contracted Clinical Cultural Advisors (1 Chinese and 1 Korean psychiatrist)
- Bureau Asian Cultural /Social Support Workers from different Asian ethnicities (Afghan, Burmese, Cambodian, Filipino, Indian, Indonesian, Iraqi, Japanese, and Malaysian)
- Asian MH trained Interpreters

**Services provided by Clinical Cultural Advisors (CCA)**

- Provide only one-free clinical cultural consultation per client
- Individually with client only
- Group meeting with client, family, and clinician
- Provide assessment notes after the clinical cultural consult via the team leader who will be responsible for ensuring notes go to key clinician and enter into HCC system

*NB: When to access: when the clinician or key worker encounters the clinical cultural challenge. Extended CCA consult will be at the cost of the requesting service.*

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support, Continued

---

#### Services provided by Cultural Support Coordinator (CSC)

##### For Chinese and Korean referrals

- Provide engagement and communication support between clients/family members and WDHB clinicians/key workers at clinical meetings (will not need to use interpreters unless clinicians prefer to have word for word interpretation of clients' responses)
- Provide social-cultural assessment
- Provide life skill counselling
- Provide psycho-education to client /family members
- Coordinate clinical cultural consultation referrals
- Communicate with key workers; via HCC, email, phone, fax
- Promote mental health information to Asian community
- Organise translated mental health resources for key workers/clients
- Organise bi-lingual professionals therapists (on fee for service), if required
- Provide social and cultural support for Chinese/Korean clients if no NGO CSW resource available after clients has been discharged.

##### For non-Chinese and Korean Asian referrals

- In addition to the above, the Bureau coordinator will organise a matching language and culture bureau social support staff to provide engagement and communication support between client, family, clinician at clinical meetings
- Provide social and cultural support for clients if no language matching NGO community support workers available after clients has been discharged.

#### ***How to make referrals***

Referrals are accepted from

- WDHB district mental health and forensic service clinical teams
- GP, psychiatrists and other practitioners
- Self-referred clients with confirmed diagnosis from GP/Psychiatrist

***Referrals can be received by phone (especially for urgent referrals), fax, email or online via [www.amhcs.org.nz](http://www.amhcs.org.nz)***

Phone 09 486 8920 extn. 3042

Fax:: 09 486 8347

Email: [Kelly.feng@waitematadhb.govt.nz](mailto:Kelly.feng@waitematadhb.govt.nz)

See more information on website: [www.amhcs.org.nz](http://www.amhcs.org.nz)

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Procedures for Accessing Patient / Family Support, Continued

---

#### **Asian Breastscreen Support**

Chinese and Koreans are the largest Asian sub-groups identified as non-English speaking (Census, 2006) within the Waitemata District Health Board (WDHB) region. Over the 2-year period from 2005 to 2007, the coverage rate for the Asian population in the free national BreastScreen Aotearoa (BSA) programme for women aged 45 to 69 was 43.4% (3387 women). As part of WDHB cancer prevention strategy, and in view of the low BSA breast screening rate for Asians, BreastScreen Waitemata Northland (BSWN) and Waitemata Asian Health Support Services (AHSS) have been collaborating since August 2007 to enable Asians, who are culturally and linguistically diverse, to have equitable access to culturally- and language-appropriate breast screen promotion information, recruitment and screening.

The approach involves:

- A culturally- and language-appropriate promotion and recruitment process (e.g. sending translated information to allow women to make appointments through AHSS bi-lingual speaking staff
- AHSS bi-lingual staff completing the BSA eligibility form via the phone for the woman
- AHSS coordinating with the BSWN bookings clerk and making individual or group bookings for the woman immediately
- Advertisements in Chinese and Korean media with AHSS contact details
- AHSS organising interpreters for screening sessions
- AHSS actively following up clients who missed appointments

For more information about this service, contact AHSS 09 486 8314

---

#### **Asian Diabetes Support Groups**

Asian health support services runs Chinese and Korean support groups to help members of the community with diabetes to learn how to better manage their diabetes.

The support groups provide members

- Facilitated workshops with interpreters to assist the communication
- Diabetes-related topics and other health education
- Physical and nutrition information
- Translated information
- Opportunity to share their experiences and networking

To find out more information or for dates of upcoming meetings, contact Asian Health coordinators respectively on 09 486 8314 or 09 488 4663, extn. 2314 or 3863.

---

#### **iCare Health Information Line**

Bi-lingual Chinese and Korean staff supporting the call centre to provide non-English speaking Chinese and Korean community members with information and advice on health services

To access this service, contact 09 4423232

---

## Asian Health Support Services Access

### Procedures for Accessing Services

**Waitemata  
Auckland  
Translation &  
Interpreting  
Service  
(WATIS)**

WATIS is the in-house interpreting and translation services for WDHB. It provides a 24 hours 7 days booking and scheduling service for all languages, including Asian and non Asian languages and sign language.

Step	Action
1	Staff to identify the need for an interpreter and determine the language required.
2	<p>Staff who have been registered with WATIS online system to complete a <i>WATIS Online Booking Form</i> via <a href="http://www.watis.org.nz">www.watis.org.nz</a> (contact WATIS to register as an online service user – Extn. 2102 or 3885)</p> <p>Staff who have no access to online system, to complete a <i>WATIS Booking Form</i> and fax to 09 486 8307 or extn 2307.</p> <p>For urgent requests, staff should also call WATIS on 09 442 3211 or extn 2211 to alert urgency of bookings</p>
3	WATIS to confirm booking requests via email confirmation for online booking requests and via fax for manual booking requests, and also via phone for urgent requests.

Note: Job Order Forms are available for download from the WDHB intranet site under Asian Health, WATIS. Blank forms can also be mailed or faxed to services by WATIS as required.

For more information about the interpreting service and procedures, please refer to the *Policy & Guidelines on When & How to Use Interpreting & Translation Services* located in Quality Documentation and also on [www.watis.org.nz](http://www.watis.org.nz)

**Document  
Translations**

- For document translations contact Asian Health directly to discuss requirements and timeframe via email to [watis@waitematadhb.govt.nz](mailto:watis@waitematadhb.govt.nz) or via phone 09 442 3211 (extn. 2211) or fax 09 486 8307 (extn. 2307)

---

## Asian Health Support Services Access

---

### Learning Opportunities and Resources

---

#### **CALD Cultural Competency Courses**

With the growing diversity of the population in New Zealand, health practitioners are experiencing more cross-cultural interactions with migrant and refugee patients from linguistic, cultural and religious diverse backgrounds. As a result the Ministry of Health now requires District Health Boards to provide services that acknowledge the diversity of cultures and ensure services are accessible, culturally appropriate, effective and safe. In New Zealand, the Health Practitioners Competence Assurance Act 2003 (HPCAA) requires registration authorities to set standards of clinical competence and cultural competence.

Cultural competence refers to an ability to communicate and interact effectively with people of different cultures. Cultural competence comprises four components: cultural awareness, sensitivity, knowledge and skills.

Asian Health Support Services currently offers employees a range of CALD cultural competency classroom-delivered (face to face) training and e-learning courses.

The programme consists of training courses that are designed to support healthcare practitioners to develop cultural competencies for working with people from culturally and linguistically diverse (CALD) backgrounds.

The following suite of courses in the CALD training programme are available in classroom and e-learning delivered options:

- CALD 1: Culture and Cultural Competency
- CALD 2: Working with migrant patients
- CALD 3: Working with refugee patients
- CALD 4: Working with interpreters

There are other CALD face to face courses for mental health practitioners

The CALD training courses are free for employees working in Waitemata DHB as well as employees working in general practices and primary health organisations funded by Waitemata DHB (Terms and Conditions apply)

Note: CALD refers to the culturally and linguistically diverse population group from migrant or refugee backgrounds (not including Maori and Pacific).

---

*Continued on next page*

---

## Asian Health Support Services Access

---

### Learning Opportunities and Resources, Continued

---

#### **CALD Resources Website**

This webportal is developed and managed by Asian Health Support Services and provide a range of resources to health practitioners to improve communication and interactions working with culturally and linguistically diverse (CALD) patients and between colleagues/managers.

The following are two very useful online cross-cultural resources/toolkits

1. [Toolkit for Staff working in a Culturally and Linguistically Diverse Health Environments](#)

This toolkit provides a general guide with case scenarios and possible solutions for

- staff working with colleagues in multicultural teams
- CALD staff working within a Kiwi environment
- Managers who lead multicultural teams.

2. [Cross Cultural Resource for Health Practitioners working with Culturally and Linguistically Diverse\(CALD\) Clients](#)

This toolkit includes

- cross-cultural pre-interview checklist and questions
- guidelines for working with interpreters
- 7 Asian cultures and 7 Eastern Mediterranean cultures contain greetings and communication tips
- guidelines for practitioners working with each of these cultures.

#### **Who is eligible for these free CALD online toolkits**

These toolkits are currently available and accessible free with no logon and password required.

How to access these resources:

1. Click <http://www.caldresources.org.nz/info/Home.php>
2. Click on CALD Resources (located on the side-bar of the HOME page)
3. Click on Waitemata DHB (located on the side-bar of the HOME page)
4. Click on Cross-Cultural Resources (on the CALD Resources for Waitemata DHB page)
5. Click on the link to either one of the online toolkits to open up the document

To find out more about the resources go to [www.caldresources.org.nz](http://www.caldresources.org.nz)

---