

Health Informatics support for local planning

Using Community Profiles to inform culturally responsive services

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Royal District Nursing Service

Royal District Nursing Service (RDNS) is the largest provider of home nursing and healthcare services in Australia. Home and Community Care Services provided by RDNS are jointly funded by the Victorian and Australian Governments. RDNS uses mobile computing to record demographic and activity data at the point of contact with clients.

Purpose

The purpose of this poster is to describe the journey in applying Health Informatics at RDNS, from a cultural diversity perspective, and to share some of the lessons learned.

What is Health Informatics?

Health Informatics is the science and practice around information in health that leads to informed and assisted healthcare. (Health Informatics Society of Australia)

How is Health Informatics applied?

Health service providers collect and report data to funding institutions. Health Informatics is applied when the knowledge gained from this collected data is used to inform the improvement of healthcare services.

At RDNS it has resulted in a customised and user-friendly product titled 'Local Government Area Community Profile' (Community Profile). The Community Profiles provide an excellent and accessible source of cultural information about population groups and local communities to clinicians. It is used to inform the planning, development and provision of culturally responsive services for local communities. This product is a result of a collaborative whole-of-organisation approach, implemented over the last 10 years.

Valuable lessons learned while developing the Community Profile

1. The collection of ethnicity data

2. Changes made to the information system

Change the sequence of the Indigenous Status drop-down list:

From:	To:
Aboriginal	Not Aboriginal or Torres Strait Islander
Both Aboriginal & Torres Strait Islander	Aboriginal
Not Aboriginal or Torres Strait Islander	Both Aboriginal & Torres Strait Islander
Not Stated/Inadequately Described	Not Stated/Inadequately Described
Torres Strait Islander	Torres Strait Islander

Calibrating of the stylus (pen) of mobile computers

Calibration of the stylus (pen) of the mobile computer reduces incorrect selection of options in drop-down lists.



Results

The percentage of clients with Indigenous Status reduced from 1.2% to 0.6%. This result more accurately reflects the Victorian state average (0.6%) of the Indigenous population.

3. The verification and validation process used to enhance the quality

Born outside Australia + Indigenous status = incorrect	✗
Born in Australia + Indigenous status = correct	✓
Indigenous status + Older than 75 years = investigate if correct	?
Indigenous language + Not indigenous status = incorrect	✗
Born Non English Speaking Country (NESC) + English language + Interpreter required = investigate if correct	?

Results

In some situations, we request RDNS support sites to investigate if information is correct. Support sites are also requested to rectify client information when it is incorrect.

Contact information

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