

Improving health outcomes for Aboriginal and Torres Strait Islander patients

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In the latest episode of the Australian Healthcare and Hospital's Association (AHHA) podcast, [The Health Advocate](#), AHHA Strategic Programs Director, Dr Chris Bourke, speaks with St Vincent's Health Network Sydney, Emergency Department Director, Dr Paul Preisz and Aboriginal Health Manager, Scott Daley, to discuss how St Vincent's Health Network Sydney has improved health outcomes for Aboriginal and Torres Strait Islander patients.

While the hospital's staff knew there was a problem in the Emergency Department with the delivery of care and the outcomes, for Aboriginal and Torres Strait Islander patients, NSW Health data highlighting the unacceptable treatment rates for Aboriginal and Torres Strait Islander patients was the final straw. This promoted a mandate from executives to improve results.

Measures implemented by the Emergency Department team included reducing wait times from over an hour to 15 minutes, providing staff with cultural awareness training, having Aboriginal and Torres Strait Islander patients met by an Aboriginal Health worker and making care arrangements that fitted with the needs of patients.

'St Vincent's work in improving health outcomes for Aboriginal and Torres Strait Islander patients is a great example of how organisations can transform the delivery of care and offers many lessons for other organisations wanting to follow a similar path,' says Dr Bourke.

You can listen to this episode here: soundcloud.com/ahhapodcast.

More information on AHHA is available at ahha.asn.au. This media release is available [online](#).

The Australian Healthcare and Hospitals Association is the national peak body for public and not-for-profit hospitals, Primary Health Networks, and community and primary healthcare services.