

ED2GP – integrating General Practice and Emergency Care

Fairfield Hospital Projects



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“ED2GP” study



“Do you understand me?” study



“ED2GP4W” study



"ED2GP" study
HREC: LNR/16/LPOOL/112

UNSW
General Practitioner follow-up in older patients after an emergency department admission.

Never Stand Still Medicine School of Public Health and Community Medicine

WATSON Belinda TALI Michael PELLIZZON Belinda BAN Lucille DOAN Harry

1 issue Few studies investigate older patients with regards to General Practice follow-up after an emergency department visit.

2 context Ageing population
6% increase in older person ED presentations per annum

3 aims 2 Questions: How many and who?

4 methods

quantitative 6-14 days

- ✓ Age 65+ years
- ✓ Fairfield ED admission
- ✓ Direct Discharge
- ✓ GP follow-up instruction

descriptive analysis

Structured Telephone Interview

demographics

- 30 Participants out of 70 eligible
- 60 Female (%)
- 69 Years
- 67 Married (%)
- 58 Language other than English (%)

5 results

follow-up: 76% by date

18% rate is other than to address or discharge summary

More likely to

Gender Mobility Illness Social

Exploratory: Gender Mobility Illness Social

conclusion Timely discharge summaries are necessary & family is important

This study received ethics approval from the HREC LNR/16/LPOOL/112

This study was made possible by GP funding and the National Emergency Response Program

GP Unit

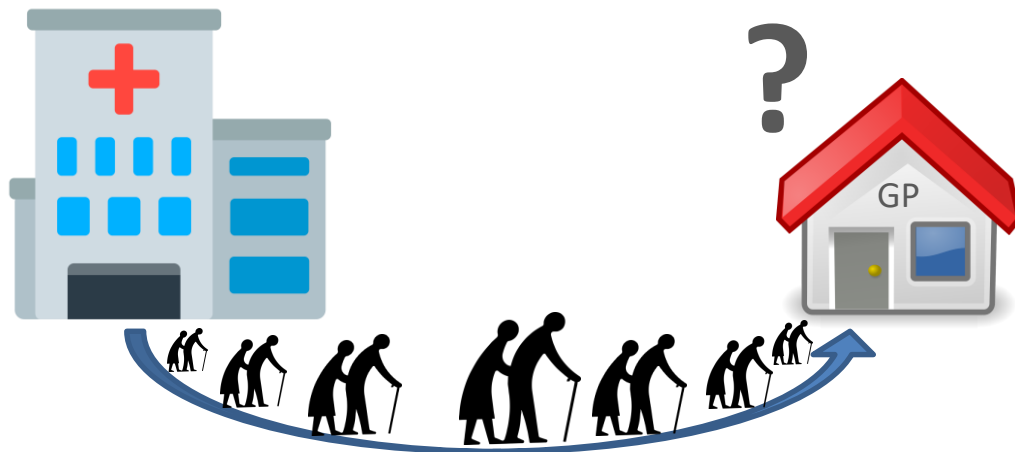


Belinda **WATSON**



Belinda **PELLIZZON**
Lucille **BAN**
Harry **DOAN**

aim



how many, and who?

methods



how many, and who?

● Proportion who had attended GP follow-up by day 7 after discharge from ED

- ✓ aged 65+ years
- ✓ Fairfield ED admission
- ✓ direct discharge
- ✓ GP follow-up instructions




8-14 days



results



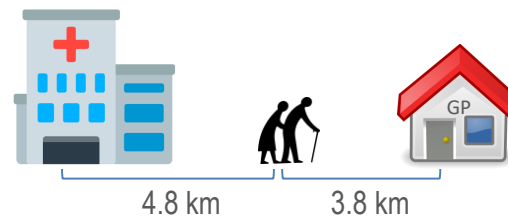
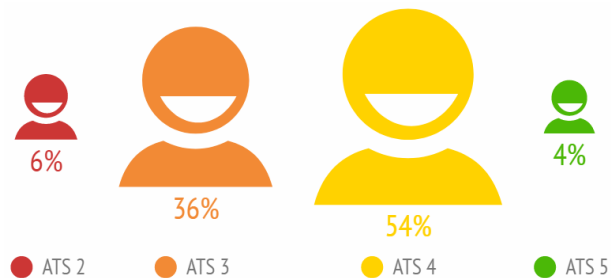
 **50**
participants, out of 70 eligible

 **60%**
women

 **75.3 years**
mean age (range 65-91)

 **74%**
married

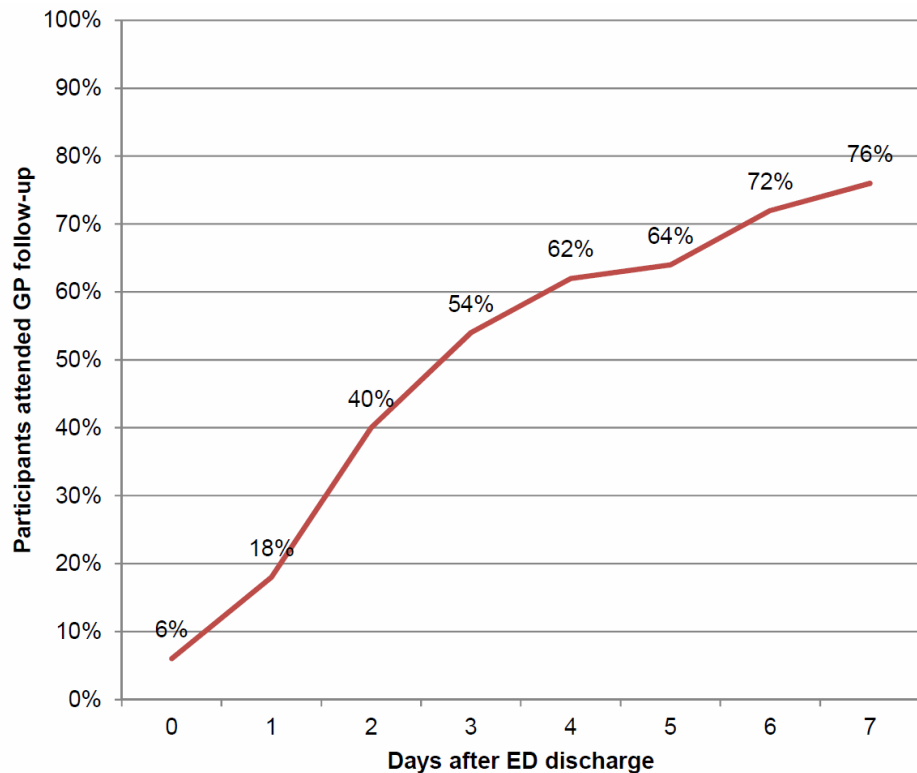
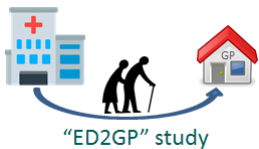
 **58%**
spoke language other than English



 **46%**

 **20%**

results



76%

had attended GP follow-up by day 7



18%

consulted a GP who was not the addressee of the discharge summary



exploratory analysis

associations with GP day-7 follow-up



 67% vs  90% $p = 0.091$

 54% vs  84% $p = 0.055$

 66% vs  90% $p = 0.051$



 4.1 vs 6.4 $p = 0.02$

 201 vs 256 min $p = 0.076$



 **LSNS-6** (q3)

How many relatives do you feel close to such that you can call on them for help?

(5 to 8) vs **(2 to 4)** $p = 0.003$
score = 4 score = 2.5



"ED2GP4W" study

HREC: LNR/18/LPOOL/56



67% vs 90% $p = 0.091$

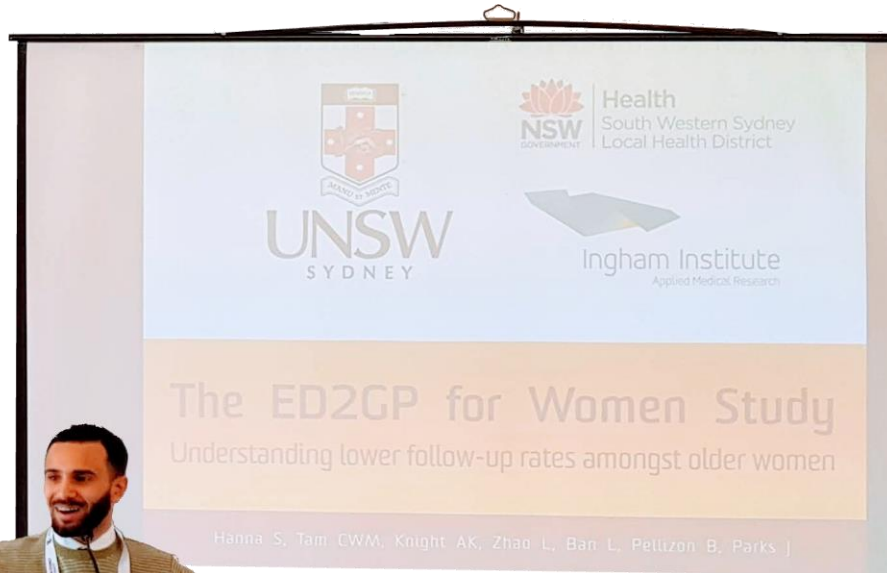
Andrew **KNIGHT**

Linheng **ZHAO**

Lucille **BAN**

Belinda **PELLIZZON**

James **PARKS**



Shaddy**HANNA**



APICU 



67% vs 90% $p = 0.091$



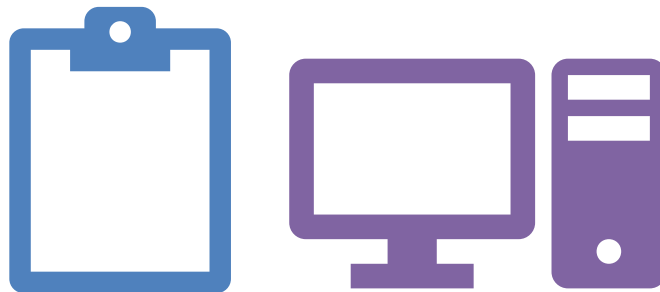
Describe how older women access GP follow-up after an ED visit

Measure the proportion of older women who followed up with a GP

methods



- ✓ female 65+ years
- ✓ ATS 3, 4 or 5
- ✓ Direct discharge
- ✓ GP follow-up instruction.

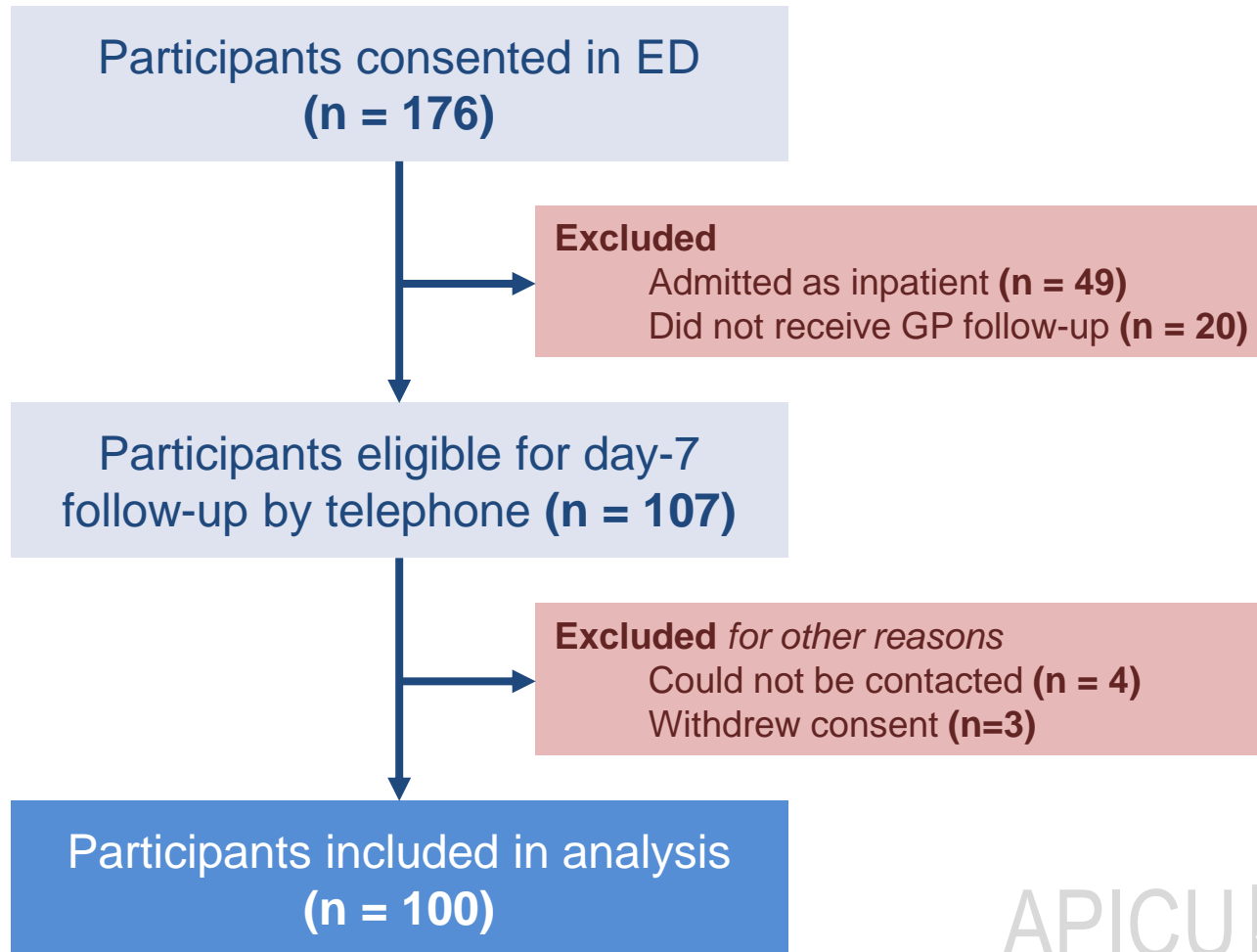


Day 0 (in ED)



Day 8-14
(telephone)

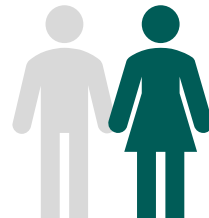
results



results



77 years
mean age



46%
widowed



67%
spoke a language
other than English
at home

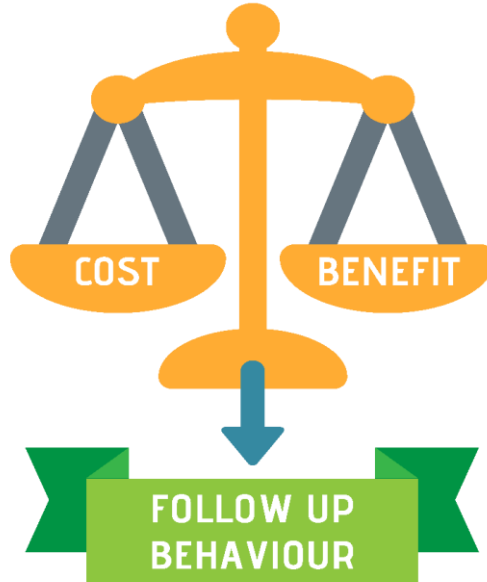


37%
driving license



Describe how older women access GP follow-up after an ED visit

- Inconvenience to self
- Access to transport options
- Perceived inconvenience to others
- GP Availability



- Previous experiences with healthcare system
- Pre-existing health-seeking behaviours
- ED messaging



Measure the proportion of older women who followed up with a GP

64%

95% CI: 54-73



67% vs 90% p = 0.091

” spoke a language other than English at home



“ED2GP” study

58% 95% CI: 43-72



“ED2GP4W” study

67% 95% CI: 57-76



“Do you understand me?”
HREC: 2019/ETH00380

Andrew **KNIGHT**
Robyn **EL-KHAIR**
James **PARKS**
Lucille **BAN**
Belinda **PELLIZZON**
Aline **SMITH**
Mary-Beth **MACISAAC**

UNSW SYDNEY
Communication concordance between Arabic-speaking patients and ED doctors
Jehan Karem, Michael Tam, Andrew Knight, Aline Smith, James Parks, Lucille Ban, Belinda Pellizzon and Robyn El-Khair
School of Public Health and Community Medicine, UNSW Sydney, Australia

| Background | Methodology | Strengths & Limitations |
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| <p>Providing safe and accessible healthcare services to NSW's diverse population relies on effective patient-practitioner communication. This is particularly vital in the Emergency Department (ED) due to its crisis nature. However, effective communication becomes challenging when patient and practitioner do not share a mutual language.</p> <p>Fairfield, located in South-Western Sydney (SWS), is one of the most culturally and linguistically diverse regions in Australia.</p> <p>Approximately 2 in 4 Fairfield residents speak a language other than English at home.</p> <p>Arabic is the third most common language spoken in Fairfield due to the recent influx of Iraqi, Syrian and Assyrian migrants. These Arabic-speaking migrants may also have limited proficiency in English.</p> <p>Research Aims and Hypotheses</p> <p>This project assesses the concordance in health communication between Arabic-speaking patients and clinicians at Fairfield Hospital ED.</p> <p>We hypothesise that lower proficiency in English will correlate with decreased communication concordance between patient and clinician.</p> | <p>Communication concordance will be assessed through the administration of short, structured interviews to the patient and practitioner post-discharge from Fairfield ED.</p> <p>Sample size: Based on Fairfield's population of Arabic-speaking residents, 170 patient participants are required for a confidence level of 95% with a 7.5% margin of error. Recruitment will take place from June to August 2019.</p> <p>Visual representation of data collection and analysis: Arabic-speaking patients who agree to participate will undergo a short, structured interview immediately after their discharge from Fairfield ED. Participants will rate their proficiency in English and Arabic, and provide details about their ED visit. Doctors caring for these Arabic-speaking patients will undergo a similar structured interview once their patient is discharged.</p> <p>Analyses: Each patient and corresponding ED doctor will have their responses to the structured interview analysed in pairs. Each pair of responses will be rated as either "concordant" or "discordant" by members of the research team.</p> <p>Quantitative analyses will be performed to identify possible associations between English proficiency and the degree of concordance. Qualitative analyses will find possible explanations for the discordance in the patient/practitioner responses.</p> | <p>Strengths:</p> <ul style="list-style-type: none">Focuses on the needs of a vulnerable population by assessing whether current communication practices allow doctors to understand Arabic-speaking patientsBilingual data collection is performed based on the patient's preferred language (Arabic or English). This is because data will be collected by the bilingual researches.Involves partnership between Fairfield Hospital ED, UNSW and clinicians across SWS to analyse results <p>Limitations:</p> <ul style="list-style-type: none">No professional translation was used in this study. While a certified interpreter would have reduced translation errors made by the researches, this was not feasible due to funding restrictions.This study has a 7.5% margin of error. Additional participants should be recruited for this study. However, this is not feasible for this study within the given timeframe. <p>References</p> <ol style="list-style-type: none">1. Karem, J. M., Dehnan, M. G., Wang, L., & El-Khair, R. (2019). Communication concordance between Arabic-speaking patients and English-speaking practitioners in the Emergency Department. <i>International Journal of Health Services</i>, 48(1), 1-10.2. Phau, M. (2014). <i>Applied Research in Consumer Psychology</i>. Routledge.3. Australian Bureau of Statistics. (2015). <i>Language spoken at home</i>. Canberra, Australia: Australian Bureau of Statistics.4. Anderson, L. B. (2011). <i>Language proficiency and health communication: Implications for patient-practitioner communication</i>. <i>Journal of Health Communication</i>, 36(1), 1-10. <p>For any enquiries, please contact the research team.</p> |



Jehan **KAREM**





Measure concordance in health communication between Arabic-speaking patients and doctors

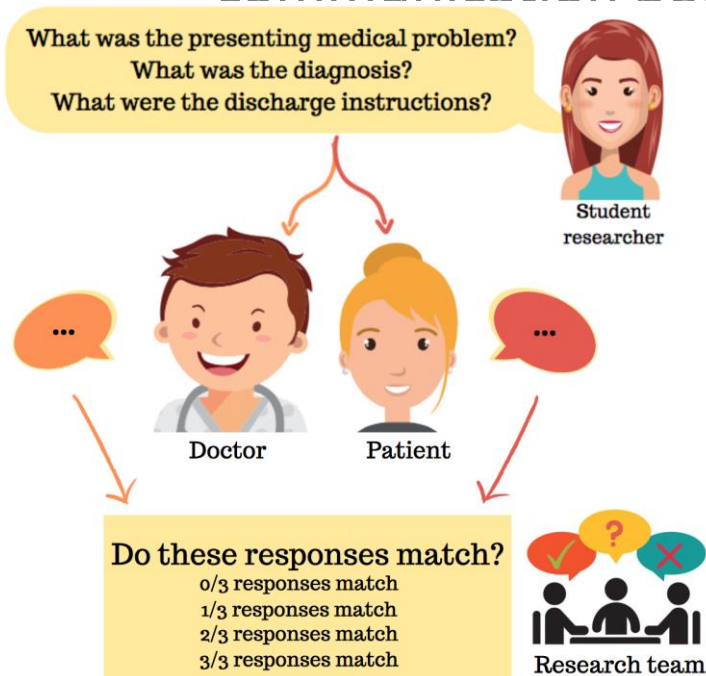


methods



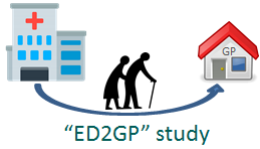
- ✓ adult 18+ years
- ✓ direct discharge from ED
- ✓ ED doctor
- ✓ Arabic-speaking patient

Measure concordance in health communication between Arabic- and doctors



172 participant pairs recruited

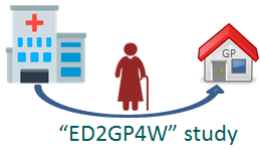
impacts



Belinda Watson

Scholarship recipient Belinda Watson's research project on 'General practitioner follow-up in older patients after an emergency department admission' has been featured in the respected *Australian Physician Physician Journal* and has helped build research capacity and interest in the Fairfield Hospital ED.

[Read Case Study →](#)



General practitioner follow-up in older patients after an emergency department admission

Watson B, **TAM** CWM, Pellizzon B, Ban L, Doan H. General practitioner follow-up in older patients after an emergency department admission. *Australian Family Physician* 2017 July; 46(7): 187-192
tiny.cc/ED2GP



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