

Client Feedback:

"I would like to give some very good feedback about the Aboriginal Unit here at EMHS... I really appreciate the good work done overall, especially when my nephew was admitted to ICU."

"RPH is such a great hospital with our AACCT Team involved I have been overwhelmed with the on-going care received since being discharged from RPH."

"I appreciate the care given since being discharged from RPH. I feel that people are now listening to my problems and I can finally make some progress into receiving better care... my pain is now well controlled."

"...No disrespect to mainstream... we were happy to have an Indigenous care co-ordinator who understood our way of communicating and the cultural exchange that gave us encouragement to seek support continuously... the coordinator portrayed a comforting attitude, cultural understanding, applied prompt attention where necessary to our needs and showed great confidence in her role..."

Please pass on my family's appreciation and thanks!"

More Information:

If you would like to have a yarn with an AACCT staff member please ask one of the nursing staff or an Aboriginal Health Liaison Officer who can contact the team.

Contact the team directly:

Name: _____

Phone: _____

Email the Aboriginal Acute Care Coordination Team:

AboriginalAcuteCareCoordination@health.wa.gov.au

Phone: (08) 9224 2711 (RPH Social Work Department)

Information about Aboriginal Health Services at EMHS can be found on our website:

<https://emhs.health.wa.gov.au/Hospitals-and-Services/Aboriginal-Health>

Healthy people, amazing care koorda moort, moorditj kwabadak

We respectfully acknowledge the past and present traditional owners of this land, the Whadjuk people of the Noongar Nation.

Note: The use of the term "Aboriginal" within this document refers to Australians of both Aboriginal and Torres Strait Islander descent.

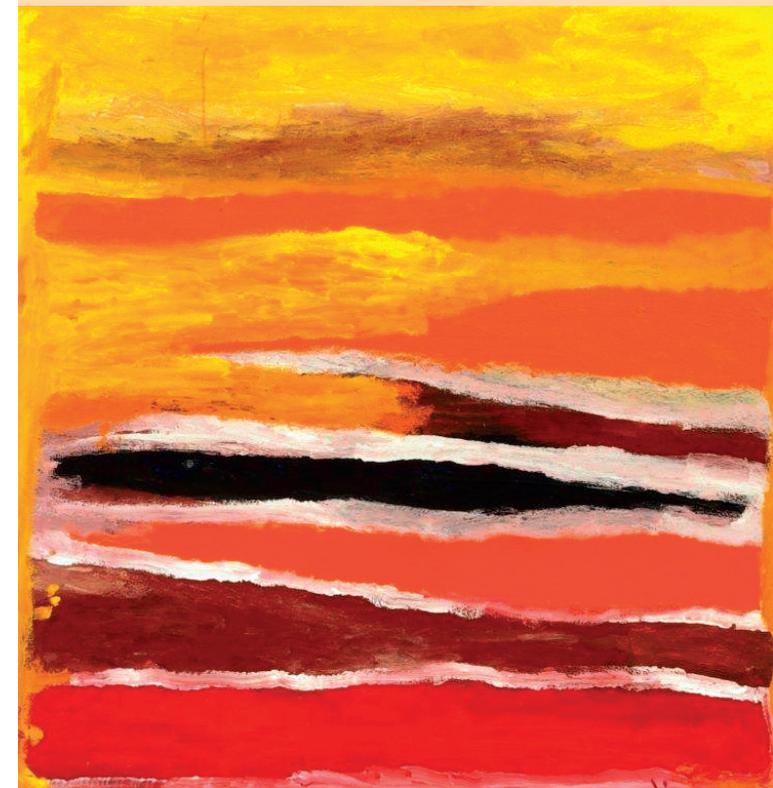
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Government of Western Australia
East Metropolitan Health Service



Aboriginal Acute Care Coordination Program (AACCP)



Artist: Wakartu Cory Surprise

"When I paint, I think about my country, and where I have been travelling across that country. I think about my people and what they told me, and Jumangkarni [Dreamtime]."

What is the Aboriginal Acute Care Coordination Program (AACCP)?

The AACCP program is available when patients are admitted to RPH, registered into the program and are discharged with an acute condition into the Perth metro area or WACHS regions of WA.

Acute conditions usually begin suddenly and need treatment to get better. This could include an infection or a broken bone. Acute conditions normally have a single cause, last for a short time, and improve with time, medication, surgery and rest. Most people with an acute condition are cured and return to good health.

It is important to keep caring for and treating acute conditions when you leave hospital to make sure you return to full health.

The AACCP can help Aboriginal patients by:

- Providing Care Coordination to patients, working with hospital staff and health providers to make the hospital to home transition easier.
- Providing culturally appropriate support to patients to improve their patient journey.
- Empower patients through education to live a healthier life to prevent chronic conditions such as diabetes and heart disease.

- Follow up and referrals into community based health services and Primary Health Networks including ITC.
- Improving access and referrals to local GP/ doctor in the metropolitan area and on country.
- Improving the care for patients after discharge from RPH through follow up and advocacy when they return home.
- Assisting with the attendance to outpatient appointments post discharge.

Aboriginal community at the heart of the service • Preventative Health Care
Culturally appropriate patient centred care • Health Promotion and Education
Purposeful partnerships • Strengthening patient wellbeing • Patient Advocacy
Transitional care coordination between hospital and home



The AACCP Team (AACCT) can support you when you are in hospital by:

- Working with the medical team caring for you in hospital by providing support and advocacy.
- Providing you and your family with information and advice to better understand your health condition.
- Working with you to access relevant health services and supports after you leave hospital.
- Ensuring you are aware of your follow up medical appointments and have the support you need to attend them.

Service Collaboration

The AACCP works with stakeholders to form collaborative partnerships with clinical and non-clinical service providers to support systemic and ongoing two-way communication. The team provide culturally secure, responsive, coordinated and continuous care for a seamless transition between services and across health care settings.

Our aim is to provide a positive experience through every patient journey to enable client's to return to good health and ensure that clinical and cultural needs are being met.