

Shire of Derby/West Kimberley
Aboriginal Environmental Health Team

The Development and Implementation of an Environmental Health Clinic Referral System in WA

Sonny McKay and Michael Ryan



**Shire of Derby /
West Kimberley**



**Government of Western Australia
Department of Health**

Overview

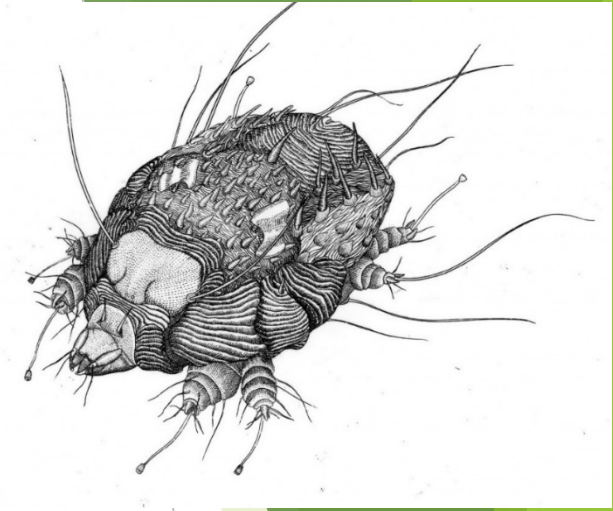
Why the need for a referral system?

How we successfully work with our clients –
Including the documents used to assist us and our
key principals of success.

Case study.

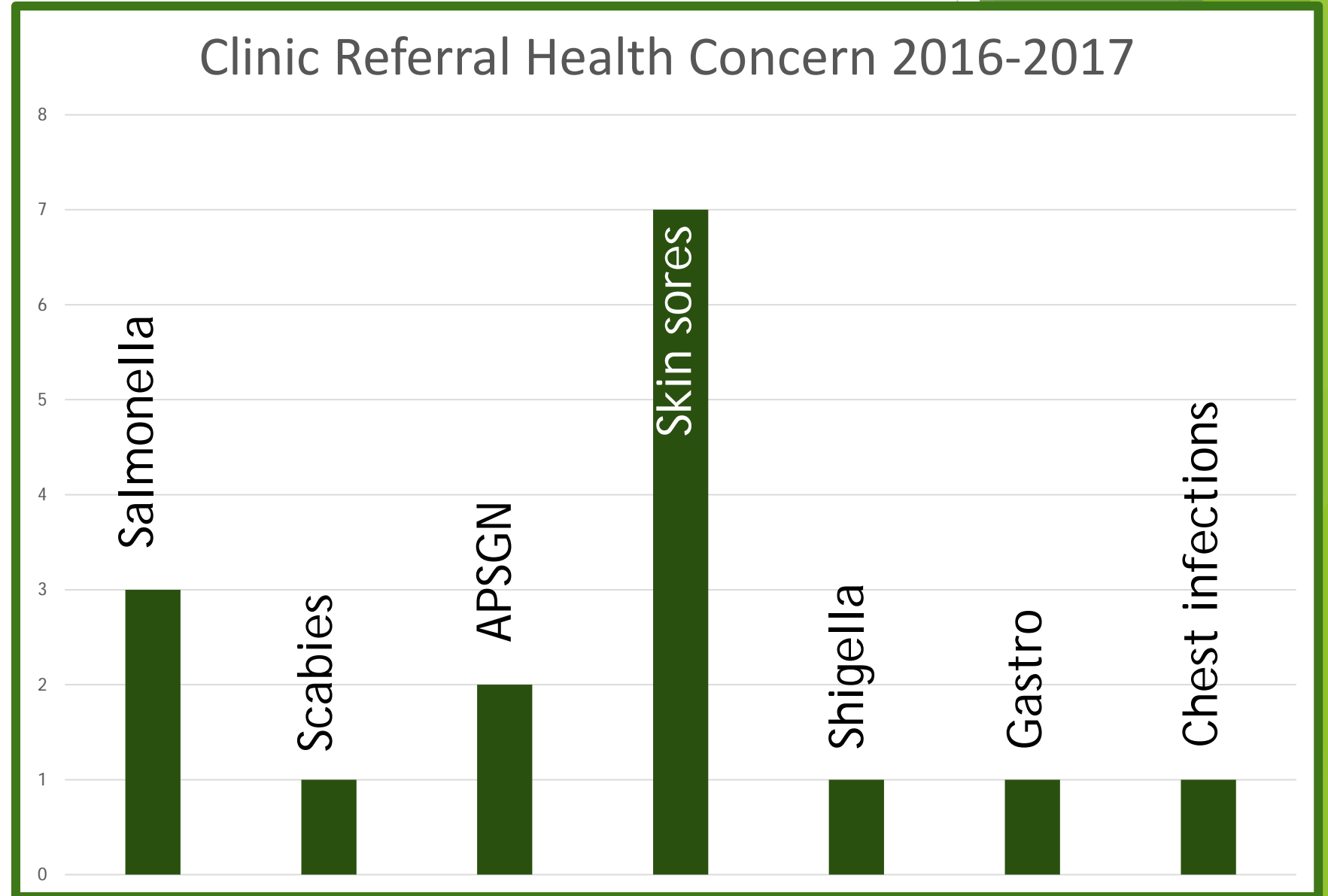
Why a referral system....

- Action for non-notifiable disease e.g. MRSA, Scabies, Group A Strep, APSGN.
- Add support to the existing notifiable disease follow-up process (AEHO).
- Work one on one with client and engage other family living in the house.
- Stop repeat visits to hospitals.



Currently.....

- A range of health concerns are referred to us and can also include multiple issues on one referral.
- Predominantly Skin sores



Our Process

Signed clinic
referral from
doctor or
nurse

Contact client
build
relationship

SMART goals,
Inspection
and action

Follow-up
inspections
(x3)
ongoing
support.

Committed to 5 visits (minimum)

Referral forms

- Can now be found on communicate and MMEx Databases - used by doctors and nurses to refer clients.
- Voluntary.
- Must be signed by the client.



Shire of Derby /
West Kimberley

Environmental Health



Referral Form

I _____ hereby give permission for the
Shire of Derby/West Kimberley Environmental Health Unit to enter my place
of residence (House number _____) in the community of _____

For the following health concerns _____

Referred by _____

Position held _____

To conduct a survey of living conditions and promote good health practices for
all people living within the residence.

To report any damaged fixtures or other items that could be directly affecting
the health of my-self and those living within the residence.

And can offer advice and support to myself and those living within the
residence about healthy lifestyle choices that can address health related issues
within the residence.

**At any time I or those living within the residence have the right to cancel the
consultation if I/ they feel uncomfortable with the process undertaken by the
Shire of Derby/West Kimberly Environmental Health Unit.**

Signed Patient/Guardian _____

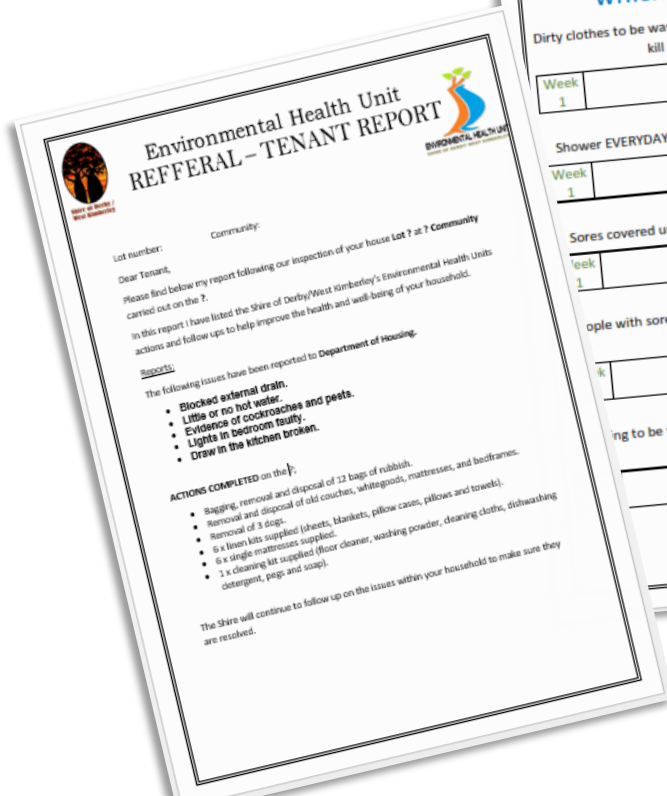
Signed Dr/ Nurse of Patient _____

Contact phone Patient/Guardian _____

Date / / 20

Supporting forms

Disease targeted SMART goals.
Investigation/questionnaire.
Referral templates.
Letter templates.



Environmental Health Unit
REFFERAL - TENANT REPORT

Lot number: _____ Community: _____

Dear Tenant,
Please find below my report following our inspection of your house Lot 7 at ? Community carried out on the 7.

In this report I have listed the Shire of Derby/West Kimberley's Environmental Health Units actions and follow ups to help improve the health and well-being of your household.

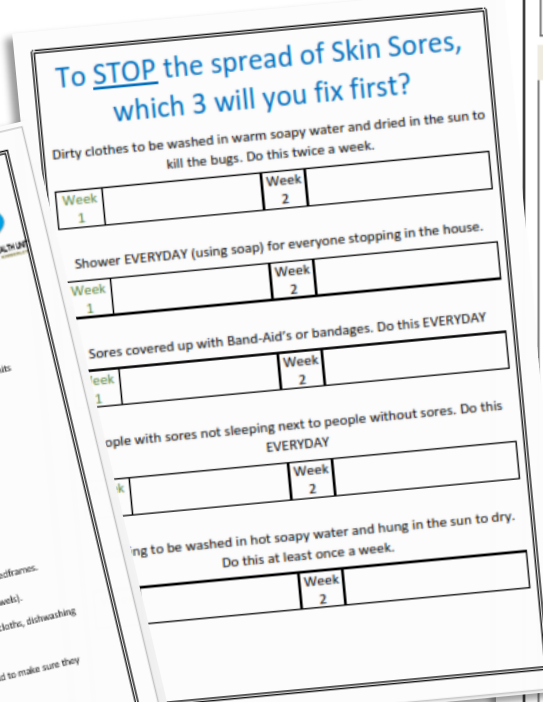
Reports:
The following issues have been reported to Department of Housing:

- Blocked external drain.
- Little or no hot water.
- Evidence of cockroaches and pests.
- Lights in bedroom faulty.
- Draw in the kitchen broken.

ACTIONS COMPLETED on the 7:

- Bagging, removal and disposal of 12 bags of rubbish.
- Removal and disposal of old couches, whitegoods, mattresses, and bedframes.
- Removal of 3 dogs.
- 6 x linen kits supplied (sheets, blankets, pillow cases, pillows and towels).
- 6 x single mattresses supplied.
- 1 x cleaning kit supplied (floor cleaner, washing powder, deaning cloths, dishwashing detergent, pepg and soap).

The Shire will continue to follow up on the issues within your household to make sure they are resolved.



To STOP the spread of Skin Sores, which 3 will you fix first?

Dirty clothes to be washed in warm soapy water and dried in the sun to kill the bugs. Do this twice a week.

Week 1	Week 2

Shower EVERYDAY (using soap) for everyone stopping in the house.

Week 1	Week 2

Sores covered up with Band-Aid's or bandages. Do this EVERYDAY

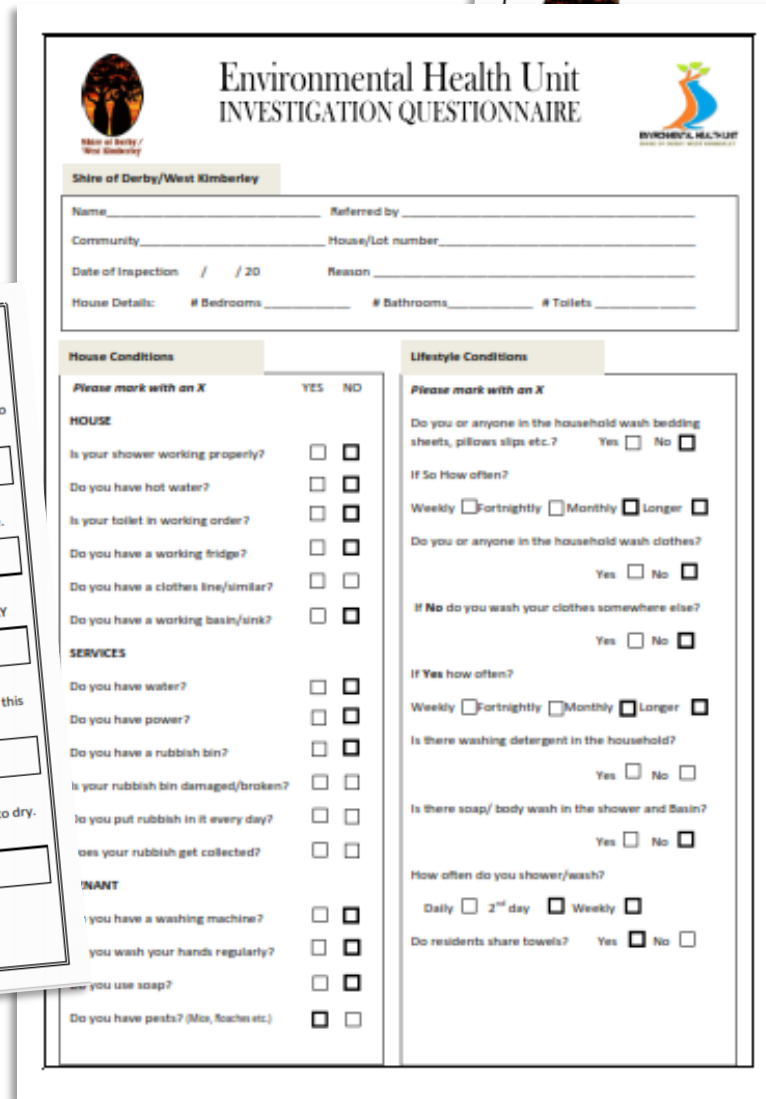
Week 1	Week 2

People with sores not sleeping next to people without sores. Do this EVERYDAY

Week 1	Week 2

Things to be washed in hot soapy water and hung in the sun to dry. Do this at least once a week.

Week 1	Week 2



Environmental Health Unit
INVESTIGATION QUESTIONNAIRE

Shire of Derby/West Kimberley

Name: _____ Referred by: _____
Community: _____ House/Lot number: _____
Date of inspection: / / 20 Reason: _____
House Details: # Bedrooms: _____ # Bathrooms: _____ # Toilets: _____

House Conditions

Please mark with an X YES NO

HOUSE

Is your shower working properly? YES NO

Do you have hot water? YES NO

Is your toilet in working order? YES NO

Do you have a working fridge? YES NO

Do you have a clothes line/similar? YES NO

Do you have a working basin/sink? YES NO

SERVICES

Do you have water? YES NO

Do you have power? YES NO

Do you have a rubbish bin? YES NO

Is your rubbish bin damaged/broken? YES NO

Do you put rubbish in it every day? YES NO

Does your rubbish get collected? YES NO

INMANT

Do you have a washing machine? YES NO

Do you wash your hands regularly? YES NO

Do you use soap? YES NO

Do you have pests? (Moa, Roaches etc.) YES NO

Lifestyle Conditions

Please mark with an X

Do you or anyone in the household wash bedding sheets, pillows slips etc.? Yes No

If So How often?
Weekly Fortnightly Monthly Longer

Do you or anyone in the household wash clothes?
Yes No

If No do you wash your clothes somewhere else?
Yes No

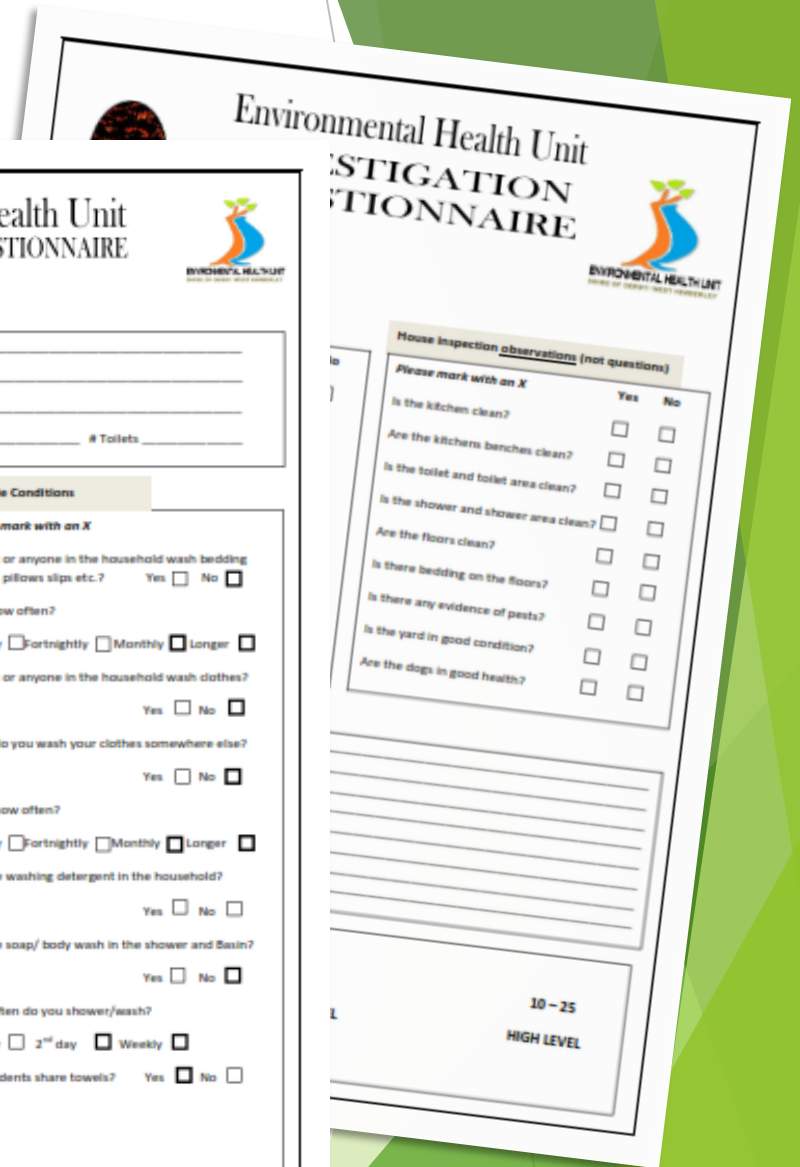
If Yes how often?
Weekly Fortnightly Monthly Longer

Is there washing detergent in the household?
Yes No

Is there soap/ body wash in the shower and Basin?
Yes No

How often do you shower/wash?
Daily 2nd day Weekly

Do residents share towels? Yes No



Environmental Health Unit
INVESTIGATION QUESTIONNAIRE

House inspection observations (not questions)

Please mark with an X

	Yes	No
Is the kitchen clean?	<input type="checkbox"/>	<input type="checkbox"/>
Are the kitchen benches clean?	<input type="checkbox"/>	<input type="checkbox"/>
Is the toilet and toilet area clean?	<input type="checkbox"/>	<input type="checkbox"/>
Is the shower and shower area clean?	<input type="checkbox"/>	<input type="checkbox"/>
Are the floors clean?	<input type="checkbox"/>	<input type="checkbox"/>
Is there bedding on the floors?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any evidence of pests?	<input type="checkbox"/>	<input type="checkbox"/>
Is the yard in good condition?	<input type="checkbox"/>	<input type="checkbox"/>
Are the dogs in good health?	<input type="checkbox"/>	<input type="checkbox"/>

10 - 25
HIGH LEVEL

Little steps

- Set small goals initially and give client a choice (with advice) to instil ownership. Allow the client to take charge, this will improve the success of the referral.
- SMART objectives
 - S – Specific
 - M – Measurable
 - A – Achievable
 - R – Realistic
 - T – Time based.
- Not just doing it but why?

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People with sores not sleeping next to people without sores. Do this EVERYDAY

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Bedding to be washed in hot soapy water and hung in the sun to dry.
Do this at least once a week.

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4 key principals

Treatment
process

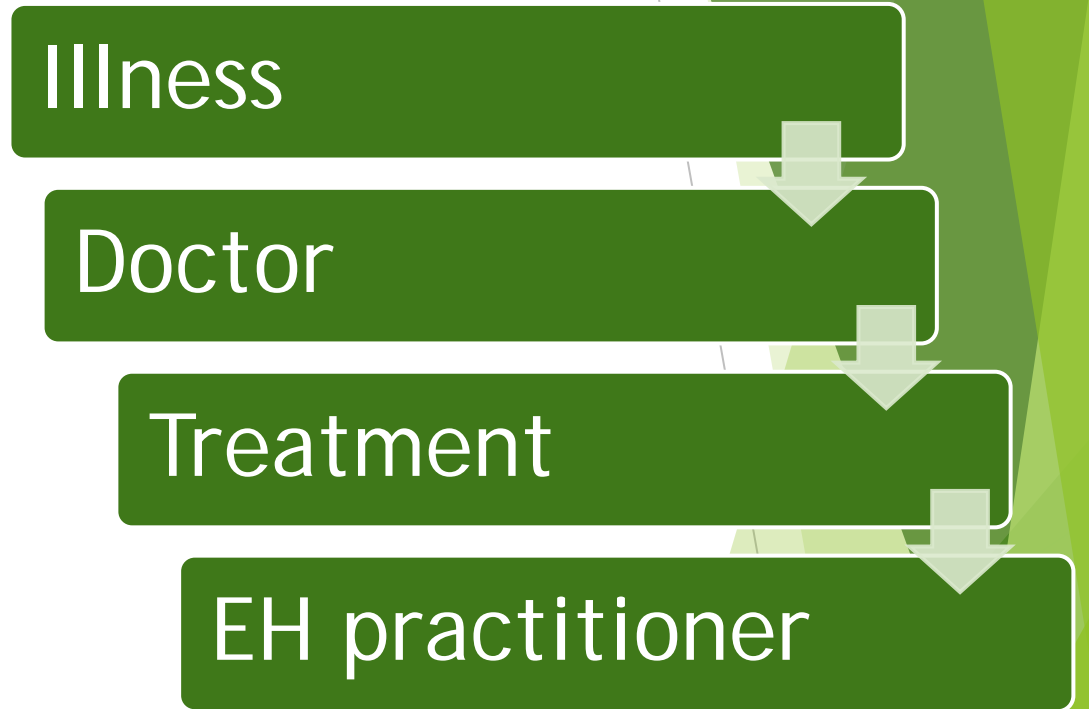
Rapport

Collaboration

Changing
people

Part of the treatment process

- Liaising with your local doctors and nurses, educating on the importance of EH.
- Part of the treatment process.
- Maintaining this relationship is vital (high medical staff turnover).
- Feedback is important.



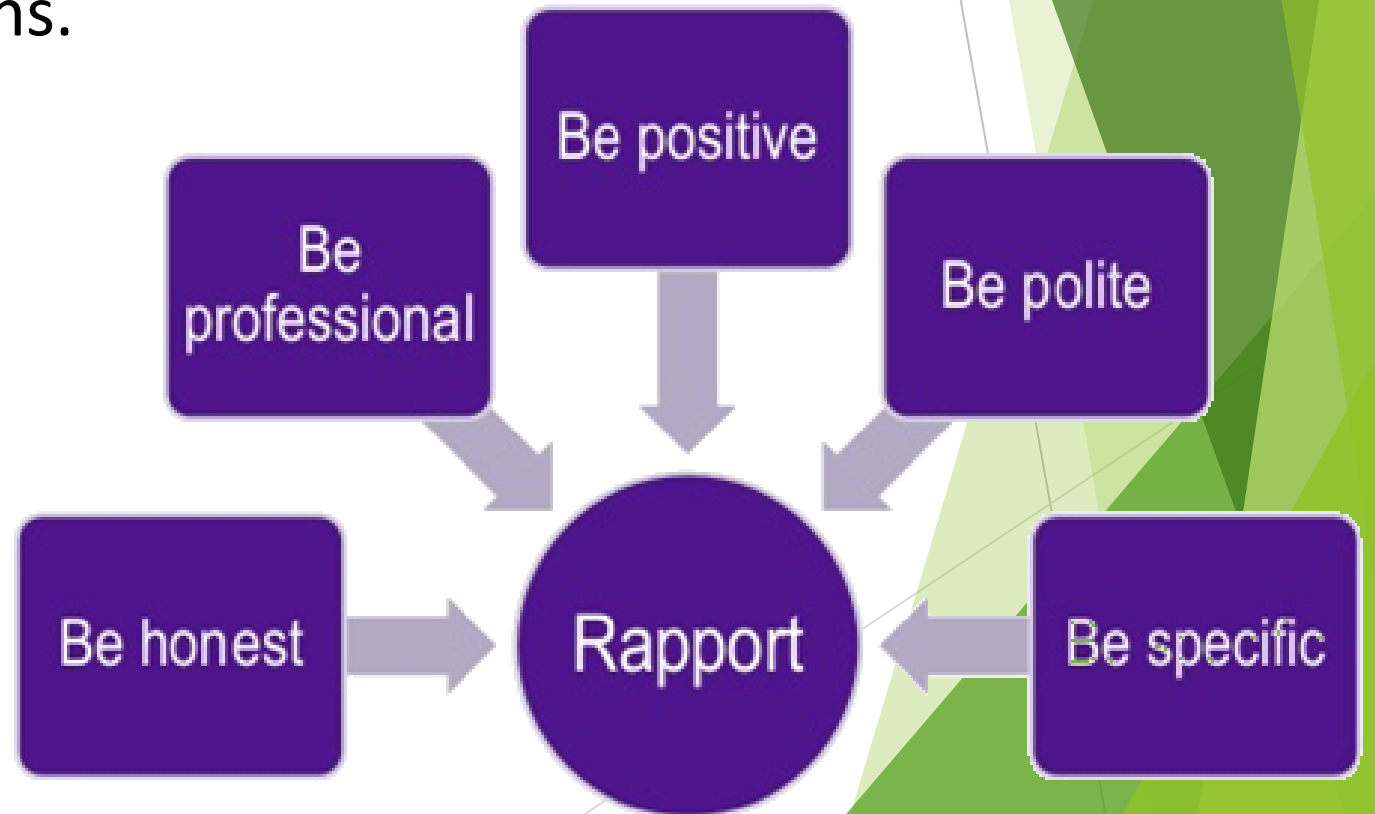
Rapport – knowing your clients

Respect and space

Slowing down and spending the time

Identify your clients key strengths.

Ownership – SMART GOALS



Visit 1

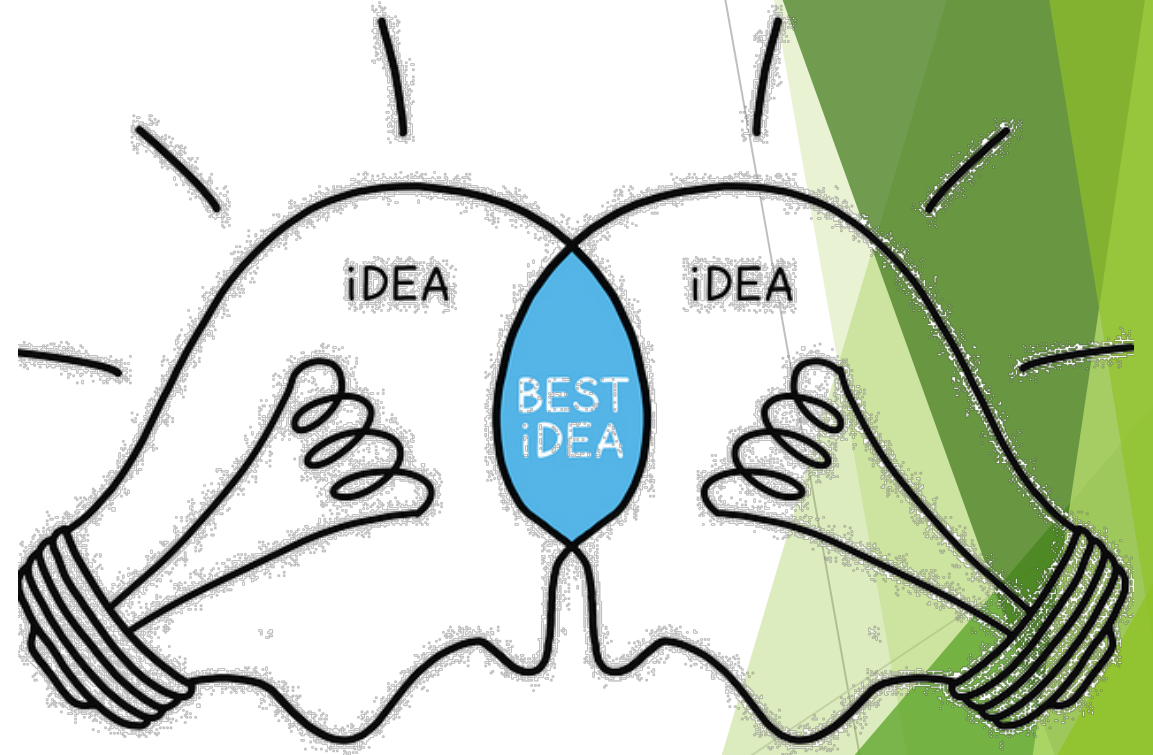
Our chance to build trust with the client.

- Explain why we are seeing the client and show them the signed referral form they have signed.
- Explain what we are hoping to achieve while working with the client, talk about time frames and end goals.
- Issue cleaning pack – explain use and demonstrate if needed.
- Set a time for next visit – **1 week maximum.**



Collaboration – Interagency co-operation

- Resourceful
- Identify new partnerships.
- Build relationships.
- Maintain relationships – proactive, catch up meetings
- Identify strengths.
- Provide feedback.



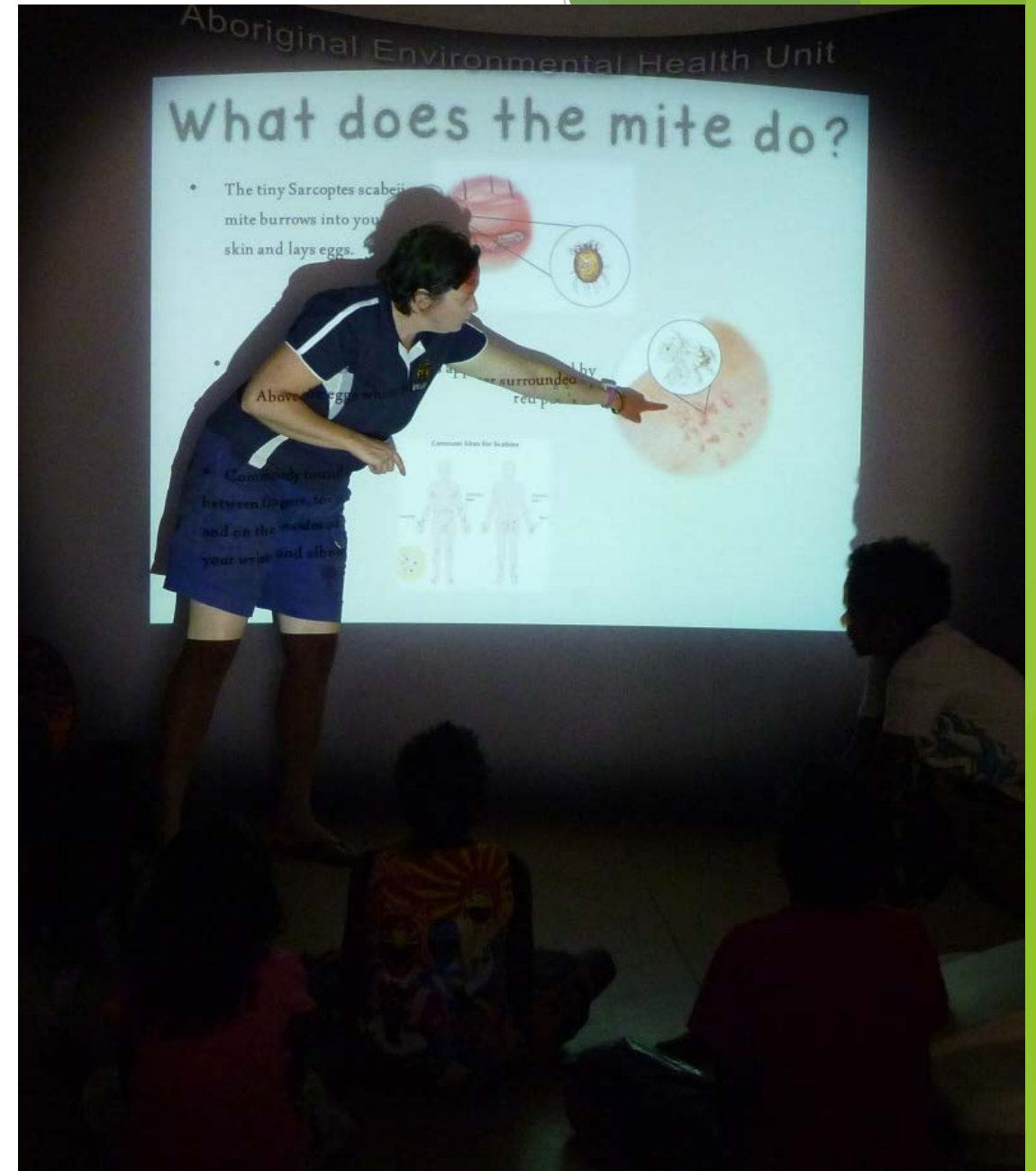
Resources

- Cleaning packs – Nunga Womens Resources/SDWK
- New bedding and linen – Detention centre closure.
- Clean-ups and rubbish removal – in home tenancy support programs/SDWK.
- Education materials - SDWK.
- Other service providers.



Changing people – empowering people

- Focus on the family unit not just one person.
- Get help from other family members.
- Client control/ownership.
- Try different methods (video, demonstrations).
- Never leave without improvement.
- Improving clients understanding of WHY they need to change their behaviours.



Case study

Signed referral received from Derby Aboriginal Health Services 31/07/2017.

Issue – Boy aged 7 with scabies and skin sores.

Visit 1 – 1/08/2017

Client contact – house visit required. Made contact with mother, Initial contact well received. We learned that the boy was sharing a bed with other siblings (immediate response needed).

Resources – provided single mattress and new linen. Note: supply for all kids in the household, this will stop the sharing of high risk personal items.

Provide education on the importance of not sharing personal items and set some SMART goals. Updated contact details and arranged a date and time for the second visit (1 week - 8/08/2017).

Visit 2 - 8/08/2017

House visit - Client not home. Tried to call phone number several times but rang out, left business card.

Visit 3 – 9/08/2017

House visit – client home, completed Inspection Questionnaire and talked about SMART goals. Inspection outcomes;

- Still not enough bedding.
- Shower not working effectively – calcium build-up on shower rose.
- No/little hot water – booster button faulty.
- Broken washing machine – uses other house/family's machine.
- Washing done monthly.
- 9 people living in the house (4 adults/5 children).
- No soap present in the bathroom or kitchen.
- Cockroach problem.

Response matrix

Issue	Response	Time frame	Outcome
Not enough bedding	SDWK - resources	Immediate	Bedding and linen supplied
Shower not working effectively – calcium build-up on shower rose.	Department of Housing referral	1 week	A new shower head was supplied/fitted by visit 4.
Little/no hot water – booster button faulty.	Department of Housing referral	1 week	Booster button/switch was replaced by visit 4 (reminder after visit 3).
No working washing machine – uses other house/family's machine.	SDWK education. In-home tenancy support (nils loans)	2-3 weeks	Nils loan applied for/approved and new machine received within 2 weeks.
Washing done monthly.	SDWK - education	Immediately	Client aims to do washing weekly.
9 people living in the house (4 adults/5 children).	Department of Housing referral/CEO (waiting list)	2-3 weeks	CEO aware of situation. Tenants were already on waiting list, new housing available after wet season refurbishments planned for this 2018.
No soap in the bathroom.	SDWK - education	Immediately	Client will buy soap. In home tenancy support can offer support if needed.
Cockroach infestation.	Department of Housing referral.	2-3 weeks	DOH not responsible for cockroach spray, however due to health implications made exception.

Visit 4

Outcomes – 14/08/2017

- House maintenance referred to Housing Authority – shower rose and hot water working. Pest spray planned (monitor).
- Nils loan approved and new washing machine installed.
- Client responsibility – wash clothes and linen weekly. Provide soap in bathroom and educate others in the household.
- In home tenancy support engaged – on-going support provided.

Visit 5

The SDWK AEH team can now close the referral and send out the final feedback letters. Continue to monitor the household where possible.

What we want to see next....

- Use traditional language (Kriol, Nykina) to target specific communities.
- Introduction of minor plumbing works (remote communities only) by AEH team. Immediate impact on house maintenance.
- Short promotional film on the AEHU referral process – for doctors and nurses to use internally and to engage clients .

Thankyou for listening

Questions?

Shire of Derby/West Kimberley AEHU.

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Government of **Western Australia**
Department of **Health**



Derbyshire Community Health Services
NHS Trust



Housing

- Department of Housing.
- Emama Nguda Aboriginal Corporation.
- Marra Worra Worra



Tenancy support

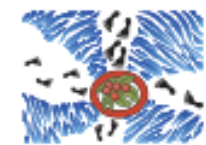
- Ngunga Womens Resource Centre.
(Gibb/Mowanjum/Looma/Pandanus Park/town based communities).
- Nirrumbuk (Derby town).
- Marra Worra Worra (FX).



Shire of Derby /
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Government of **Western Australia**
Department of **Housing**



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