

Below is an extensive list of recommended reading for further learning. The resources are grouped under the following headings (click to jump to each):

- [Discharge communication – facilitating comprehension and adherence](#)
- [Primary and specialist care access for Aboriginal and Torres Strait Islander patients](#)
- [Discharge communication – primary care](#)
- [Primary care access for other Culturally and Linguistically Diverse Communities](#)

### Discharge communication – facilitating comprehension and adherence

<u>Title</u>	<u>Summary</u>	<u>Type</u> <u>(academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Benson, Jillian. "Concordance, an alternative term to 'compliance' in the Aboriginal population." <i>Australian family physician</i> 34.10 (2005): 831-834.	Explores the concept of "compliance" and the complexity of provider and patient factors	Article	No	Australia
Engel, Kirsten G., et al. "Patient comprehension of emergency department care and instructions: are patients aware of when they do not understand?." <i>Annals of emergency medicine</i> 53.4 (2009): 454-461.	Explores factors in communication that affect patient comprehension and recall of their visit in ED, diagnosis and discharge plan	Article	Yes	US
Crane, John A. "Patient comprehension of doctor-patient communication on discharge from the emergency department." <i>The Journal of emergency medicine</i> 15.1 (1997): 1-7.	Exit questionnaire research exploring patients understanding of diagnosis, prescribed medications, additional instructions, and plans for follow-up care and patients' perception of adequacy of communication. Non-english speaking patients were compared to English speakers	Article	Yes	US
Davidson, Patricia M., et al. "Improving medication uptake in Aboriginal and Torres Strait Islander peoples." <i>Heart, Lung and Circulation</i> 19.5 (2010): 372-377.	Uses the World Health Organisation adherence model to assess barriers to medication adherence for Aboriginal people	Article	No	Australia
Anderson, Kate, et al. "" Looking back to my family": Indigenous Australian patients' experience of hemodialysis." <i>BMC nephrology</i> 13 (2012): 114.	A descriptive qualitative research article that highlights the differences in perception of compliance from provider and patient perspective.	Article	No	Australia

## Primary and specialist care access for Aboriginal and Torres Strait Islander patients

<u>Title</u>	<u>Summary</u>	<u>Type</u> <u>(academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Gruen R, Bailie Ross. Specialist clinics in remote Australian Aboriginal communities: where rock art meets rocket science. J Health Serv Res Policy 2004 Oct;9 S2: 56-62	In this essay, first we describe the development of the service in the Northern Territory and its initial process evaluation. Through a Cochrane systematic review we then summarise the published research on the effectiveness of specialist outreach in improving access to tertiary and hospital-based care. Finally we describe the findings of an observational population-based study of the use of specialist services and the impact of outreach to three remote communities over 11 years.	Article	No	Australia
Si D et. al. Describing and analysing primary health care system support for chronic illness in Australia's Northern Territory – use of the Chronic Care Model. BMC Health Services Research. 2008. 8 112-125	This study explores barriers, weaknesses and strengths in Indigenous primary care models relating to chronic disease management	Article	No	NT, Australia
Wakerman J, Humphreys JS. Sustainable primary health care services in rural and remote areas: Innovation and evidence. Aust. J. Rural Health. 2011. 19 118-124	Highlights how evidence from studies of innovative rural and remote models of service provision can inform global health system reform in order to develop appropriate, accessible and sustainable primary health care (PHC) services to 'difficult-to-service' communities.	Article	No	Australia
Humphreys JS. Key considerations in delivering appropriate health care for rural and remote populations: Discussant overview. Aust. J. Rural Health. 2009. 17 34-8	Explores optimal service delivery models for rural and remote Australia. And argues for systematic change in health care delivery	Article	No	Australia
Joyce C, Wolfe R. Geographic distribution of the Australian primary health workforce in 1996 and 2001. Aust. And New Zealand J. of Pub. Health. 2005. 29(2): 129-35	Explores data associated with medical and non-medical workforce in primary care	Article	No	Australia

Carson BE, Bailie RS. National health workforce in discrete Indigenous communities. Aust NZ J Public Health 2004. 28: 235-45	Explores data associated with medical and non-medical workforce in primary care	Article	No	NT, Australia
Roach S, Atkinson D, Waters A, Jefferies F. Primary health care in the Kimberley: is the doctor shortage much bigger than we think? Aust. J. Rural Health. 2007 15 373-9	Explores data associated with medical workforce in primary care	Article	No	WA, Australia
ASB, Access to health and community services: Access to health services in <a href="#">The Health and Welfare of Australia's Aboriginal and Torres Strait Islander Peoples</a> . 2010 Via <a href="http://www.abs.gov.au/AUSSTATS/abs@.nsf/lookup/4704.0Chapter955Oct+2010">http://www.abs.gov.au/AUSSTATS/abs@.nsf/lookup/4704.0Chapter955Oct+2010</a> (Accessed Mar 2014)	Statistics on accessibility of health services including barriers data	Report	No	Australia
ABS, Access to health and community services: Community facilities and services in <a href="#">The Health and Welfare of Australia's Aboriginal and Torres Strait Islander Peoples</a> . 2010 Via <a href="http://www.abs.gov.au/AUSSTATS/abs@.nsf/lookup/4704.0Chapter955Oct+2010">http://www.abs.gov.au/AUSSTATS/abs@.nsf/lookup/4704.0Chapter955Oct+2010</a> (Accessed Mar 2014)	Statistics on accessibility of other community based services including barriers data	Report	No	Australia
Browne et al Access to Primary Care From the Perspective of Aboriginal Patients at an Urban Emergency Department Qual Health Res 2011 21: 333	Discusses findings from an ethnographic study in which we explored experiences of access to primary care services from the perspective of Aboriginal people seeking care at an emergency department (ED)	Qualitative Research Article	Yes	Canada

### Discharge communication – primary care

<u>Title</u>	<u>Summary</u>	<u>Type</u> <u>(academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Mackenzie G, Currie BJ. Communication between hospitals and isolated Aboriginal community health clinics. Aust NZ J Public Health 1999 Apr: 23(2): 204-6	Describes the communication dynamics, identified problems and recommended changes to improve patient follow up and communication with remote health services	Article	Hospital – Primary care relationships	NT, Australia
Dwyer J. <i>et.al</i> . Managing two worlds together: City hospital care for country Aboriginal people – Project Report. The Lowitja Institute, Melbourne. 2011	The goal of this project is to improve knowledge of what works well and what needs improvement in the health care system for	Project Report	No – whole health system	SA/NT, Australia

	Aboriginal patients from rural and remote areas of South Australia (and parts of the Northern Territory). It explores their complex patient journeys and what happens when they come to Adelaide for hospital care. The project is based on four separate studies			
Bar-Zeev SJ, Barclay L, Farrington C, Kildea S. From hospital to home: the quality and safety of a postnatal discharge system used for remote dwelling Aboriginal mothers and infants in the top end of Australia. Midwifery. 2012 28: 366-73	A retrospective cohort study of maternal health service utilisation and birth outcomes, key informant interviews with health service providers and participant observation in a hospital and two remote health centres that examines the transition of care in the postnatal period from a regional hospital to a remote health service and describe the quality and safety implications for remote dwelling Aboriginal mothers and infants	Article	No	NT, Australia
Stamp G, Miller D, Coleman, H, Milera A, Taylor J. 'They get a bit funny about going' – transfer issues for rural and remote Australian Aboriginal people. The International Electronic Journal of Rural and Remote Health Research, Education, Practice and Policy. 2006. 6 536-43	Explores issues association with transfer of patients including Patient Assisted Travel, Aboriginal Liaison officers and communication	Article	No	Australia

### Primary care access for other Culturally and Linguistically Diverse Communities

<u>Title</u>	<u>Summary</u>	<u>Type (academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Sypek S, Clugston, Phillips C. Towards health for all in regional Australia: critical health infrastructure for refugee resettlement. Aust. J. Rural Health. 2008. 16 349-54	Explores the reported impact of regional resettlement of refugees on rural health services, and identify critical health infrastructure for refugee resettlement.	Article	No	Australia