

Promoting inclusive health care

Formal Title: Promoting inclusive health care – Implementing a framework to support diversity in aged care

Method: Systematic review of literature; instructional design, curriculum content and reference group expertise to refine Diversity education program; formative and summative evaluation

Investigators:

Dr Rajna Ogrin (Senior Research Fellow, Bolton Clarke)

Claudia Meyer (Project Manager, Bolton Clarke)

Hamzah Al-Zubaidi (Research Officer, Bolton Clarke)

Jaklina Michael (Manager – Diversity, Bolton Clarke)

Sally McMillan (Education and Learning Centre, Bolton Clarke)

Elizabeth Barrett (Education and Learning Centre, Bolton Clarke)

Funder/Funding: Department of Social Services

Duration: March 2015 – June 2017

Status: Ongoing

Background:

There will be a growing and increasingly diverse population of older people in Australian society in coming decades; with individual and community benefits if they are healthy and assisted to maintain their independence. Increasingly, aged community care workers will be required to respond appropriately to multiple and concurrent aspects of diversity in the consumer groups they serve, and across contexts.

Objectives:

To improve the knowledge and skills of health and aged care workers to understand and support the diverse needs, and increase participation in healthcare, of older Australians

To build organisational capacity to support aged care workers to meet the needs of diverse older Australians

To enhance the care experience for older Australians through improved service provision tailored to their diverse needs

Methods:

Phase 1 involves a systematic literature review to ensure current evidence is available for Phase 2

Phase 2 will involve adaptation of the existing Bolton Clarke training program. Resources will use story line design and case studies to identify, assess and understand diversity characteristics among clientele

Phase 3 will deliver the Diversity training program to 600 aged care workers, via 24 one day workshops. The workshop will be continuously adapted to incorporate recommendations, ensuring the learning needs of a diverse aged care workforce in rural and metropolitan catchments of all States and Territories of Australia are met

Phase 4 will evaluate the effectiveness of the Diversity training program to meet the specific needs of diverse populations of older Australians. Evaluation of organisational uptake of the diversity principles will also occur. The evaluation will obtain perspectives from health and aged care workers who participated in the training; clinical and non-clinical managers; and older Australians receiving care from Bolton Clarke staff who participated in the program.
