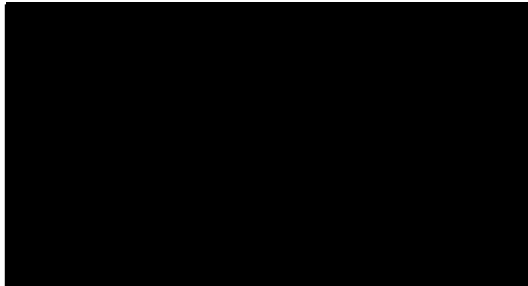


13 November 2019



Re: Official Information Act request – Culturally appropriate Asian health services

I refer to your Official Information Act request dated 30 October requesting the following information.

- 1. What training do all frontline staff (those who deal directly with patients, across all sectors of health) have for providing culturally appropriate services to people from the Asian community?**

Frontline staff who work with patients who are migrants or refugees from Asian, Middle Eastern or African backgrounds are provided with insight and understanding on cultural dimensions, how different cultures respond to health related situations, different health concepts, faith-based practices, and differences in expectations from health systems. There is a range of cultural competency training courses that have been developed by CALD (Culturally and Linguistically Diverse Groups) specifically for health practitioners.

- 2. How many people from the Asian community seek mental health services or support for mental health at the ADHB each year for the last five years?**

Below we provide two different tables. The first is of the number of people from the Asian community who have been referred to our services in each of the past five financial years. The second table is the number of unique individuals actually seen from the Asian community in each of those same years. Please note that some of those referred will never be seen, and also that the same individual may be referred on more than one occasion.

Further, for those seen (table 2), this is unique individuals in each financial year who have been seen at least once face to face or who have had at least one inpatient bednight. Therefore, some will be new referrals, and some will be continuing from a previous year. If one individual has more than one episode of care within a single financial year, they will only be counted once.

The tables have been organised into age groups: Child and Adolescent (0-19 years), Adult (20-64 years), and Older Adult (65 years +). Specialist services are those services which cross age bands and include Maternal Mental Health, Early Intervention, Eating Disorders, Liaison Psychiatry, and Psychotherapy. Each group includes both inpatient and community services. Please note that some services provide care to service users from other DHBs, so the numbers below may include people living outside the Auckland DHB area.

With regard to ethnicity, the ADHB system allows for identification of up to 3 different ethnic groups. The data below includes those with an Asian ethnicity in any of these three fields, with the first Asian identity used.

Referrals per Financial Year by Service Group

Group	Ethnicity	2015FY	2016FY	2017FY	2018FY	2019FY
Child and Adolescent	Indian	99	137	172	131	175
	Chinese	100	117	169	181	205
	Southeast Asian	37	55	40	52	48
	Other Asian	93	113	105	130	121
	<i>Child and Adolescent Total</i>	<i>329</i>	<i>422</i>	<i>486</i>	<i>494</i>	<i>549</i>
Adult	Indian	361	541	523	476	546
	Chinese	426	495	522	519	561
	Southeast Asian	81	106	133	135	167
	Other Asian	329	293	379	341	377
	<i>Adult Total</i>	<i>1197</i>	<i>1435</i>	<i>1557</i>	<i>1471</i>	<i>1651</i>
Older Adult	Indian	38	37	40	42	49
	Chinese	51	70	77	77	74
	Southeast Asian	2	11	8	10	11
	Other Asian	16	24	16	20	17
	<i>Older Adult Total</i>	<i>107</i>	<i>142</i>	<i>141</i>	<i>149</i>	<i>151</i>
Specialist	Indian	152	169	156	176	172
	Chinese	120	122	155	159	183
	Southeast Asian	38	54	49	51	44
	Other Asian	73	98	92	123	96
	<i>Specialist Total</i>	<i>383</i>	<i>443</i>	<i>452</i>	<i>509</i>	<i>495</i>
All Services	Indian	650	884	891	825	942
	Chinese	697	804	923	936	1023
	Southeast Asian	158	226	230	248	270
	Other Asian	511	528	592	614	611
	<i>All Services Total</i>	<i>2016</i>	<i>2442</i>	<i>2636</i>	<i>2623</i>	<i>2846</i>

Individuals Seen Face-to-Face or Admitted Overnight in a Financial Year by Service Group

Group	EthnicityUSE	2015FY	2016FY	2017FY	2018FY	2019FY
Child and Adolescent	Indian	102	121	133	117	136
	Chinese	94	94	153	146	152
	Southeast Asian	29	45	39	49	38
	Other Asian	74	84	94	108	88
	<i>Child and Adolescent Total</i>	<i>299</i>	<i>344</i>	<i>419</i>	<i>420</i>	<i>414</i>
Adult	Indian	240	278	269	256	260
	Chinese	297	293	297	304	305
	Southeast Asian	64	66	81	74	89
	Other Asian	179	179	189	204	214
	<i>Adult Total</i>	<i>780</i>	<i>816</i>	<i>836</i>	<i>838</i>	<i>868</i>
Older Adult	Indian	32	28	41	39	28
	Chinese	50	55	63	65	56
	Southeast Asian	3	5	7	9	5
	Other Asian	9	15	17	13	16
	<i>Older Adult Total</i>	<i>94</i>	<i>103</i>	<i>128</i>	<i>126</i>	<i>105</i>
Specialist	Indian	130	117	126	133	160
	Chinese	108	101	136	138	159
	Southeast Asian	34	43	39	41	39
	Other Asian	74	78	97	105	96
	<i>Specialist Total</i>	<i>346</i>	<i>339</i>	<i>398</i>	<i>417</i>	<i>454</i>
All Services	Indian	504	544	569	545	584
	Chinese	549	543	649	653	672
	Southeast Asian	130	159	166	173	171
	Other Asian	336	356	397	430	414
	<i>All Services Total</i>	<i>1519</i>	<i>1602</i>	<i>1781</i>	<i>1801</i>	<i>1841</i>

3. How long is the current waiting list (if there is one)?

There is no waiting list.

4. How many clinical staff, i.e. trained professionals does the ADHB have to provide fully culturally appropriate Asian mental health services, can I have this broken down into the different Asian groups?

In Mental Health Services we have two teams with specific focus on ethnic minority communities, including Asian. Asian Mental Health services is a team including a Nurse Specialist/coordinator (0.6 full time equivalent- FTE), and 2 community health workers. This team provides consultation and liaison to other clinical teams.

There is also a Transcultural team which includes a psychiatrist and 1.1 FTE nursing staff. This team works predominantly with a refugee and migrant population, including people from Asian communities.

5. How many cultural advisors does the ADHB have and can I have this broken down into different Asian groups?

We do not employ any cultural advisors specifically dedicated to advising on the various Asian groups.

6. How many complaints has the Auckland DHB received about the lack of culturally specific services for Asian people in the last five years? Can I have this broken down by each year?

We have reviewed our data set of over 500 complaints (over the past 5 years) and cannot identify any complaints about lack of access to a culturally specific service for Asian people, or any concerns raised about the lack of culturally appropriate service for Asian people.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive