

More than a Transfer :



Bridging Cultures with Compassionate Care



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A Story

- ▶ Lived alone
- ▶ No family
- ▶ No support
- ▶ No trust



Background

- ▶ Southwest Sydney
- ▶ Cultural diversity
- ▶ Socioeconomic disadvantage
- ▶ Barriers to care



Meet Mr Huynh

- ▶ Vietnamese-speaking
- ▶ Advanced liver disease
- ▶ Housing commission
- ▶ No NOK

The Challenge

- ▶ Isolation
- ▶ Unsafe environment
- ▶ Alcohol use
- ▶ Mistrust

A Simple Wish

Go home one last time

The Risk

- ▶ 17 flights of stairs
- ▶ Mobility support required
- ▶ Unsafe environment



More than a Transfer

- ▶ Community + Inpatient team
- ▶ Risk assessment
- ▶ Collaborative planning
- ▶ Patient-centred care



Beyond Clinical Care



Financial vulnerability
(\$50,000 unsecured)



Difficulty navigating services



Risk of financial abuse

Holistic Care

Supported banking



Assisted with phone account



Advocated for patient needs

Outcome

Closure achieved

Risks addressed

Re-engaged with care

Felt safe and valued

Key Messages

Trust is clinical care

Relationships matter

Cultural care requires flexibility

Collaboration changes
outcomes

Closing

More than a transfer