

Lay Navigators

Improving access to health and social care for those who need it most:
A New Zealand Case Study in complex clinical care.



Wednesday, 25th July 2018

The Boral Room - Grnd floor AGSM Building - Bldg G27 – UNSW

Agenda

9.00 Welcome and acknowledgement of country Prof Mark Harris

9.15 Introduction to forum by A/Prof Jean-Frederic Levesque, Chief Executive, Agency for Clinical Innovation

9.30 Presentation by Fiona Doolan-Noble and Danielle Smith on their experience in New Zealand.

10.30 Morning tea until 11.00

11.00-12 Panel session: 1) *Extend Workers* 2) Peer Workers 3) Danielle Smith

12.00 closing remarks

To register: follow this link:

<https://www.surveys.unsw.edu.au/f/163495/fac5/> Numbers are limited.

Further reading: Doolan-Noble Fiona, Smith Danielle, et al (2013) Evolution of a health navigator model of care within a primary care setting: a case study. *Australian Health Review* **37**, 523-528. <https://doi.org/10.1071/AH12038>



The Lay navigator program on the West Coast of the South Island of New Zealand has existed for ten years and functions out of the West Coast Primary Health Organisation. Since 2010 its focus has expanded, with the team of five navigators now providing guidance in accessing health and social care. Most clients have three or more chronic conditions. The program supports health and social care professionals of in caring for patients with long term physical and mental health issues and social care challenges in rural and periurban areas on average they receive approximately 400 referrals a year, of 73% live in areas classified as highly deprived health and social care services. The navigators are also resolve many of the relational issues that can act as barriers to access

Fiona Doolan-Noble has over 10 years' experience conducting research on Community Health Workers as health navigators. Fiona is a Senior Research Fellow in the Department of General Practice & Rural Health Dunedin School of Medicine of University of Otago, NZ. *Danielle Smith* has worked as co-ordinator of the lay navigator long term conditions program in Greymouth, New Zealand.