



A Cultural Clinical Consultant in a Paediatric Mental Health Service

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Project Sponsor and Clinician

- Project Partnership between the Transcultural Mental Health Centre and Department of Psychological Medicine at CHW.
- 2004 funding for 2 years PT position, supplemented to FT by TMHC & Dept Psych Med, CHW and now extended to 3 years.

Recent History Context

- Follows “Healthy Kids”
 - 3 yr partnership project 2000-03
 - Educational materials on C&A Mental Health problems,
 - in 10 languages,
 - Information packages and CDs & SBS Radio,
 - Parent fact sheets in several languages in “the clinician”
 - also available on the Web.
 - ***NSW Health Multicultural Communication Award***
- Established Interpreter Service, and Adult Mental Health Bilingual Counsellor Service

Service Context

- Clinical Dept of Psych Med, CHW (70 staff)
 - Tertiary services,
 - Referrals from paediatricians and CAMHS,
 - complex Consultation Liaison (IP & ED),
 - 8 bedded Acute MH Unit,
 - Telemedicine service to all regional NSW, and
 - Subspecialty services eg: Eating Disorders, DCSs Intensive Support Cases, Deafness, Autism, Intellectual Disability, Chronic Pain and Conversion Disorders
- Not substituting for CAMHS or private MH
- Positive discrimination if language and culture disadvantages access to *specialised* services
- Joint Consultation enables sharing of expertise and education

Cultural challenges in Clinical Paediatric MH

1. Cultural Awareness Training of trainees and new staff
2. Influencing use of
 - interpreters and
 - cultural standards and attitudes in CHW
3. Case-based Cultural Perspective advice/insight
 - service access; concepts of mental illness; treatment
4. Access to Bilingual Clinicians and other TMHC services
5. **Cultural Clinical Consultancy:**
 - A specialty service where culture influences communication & treatment
 - Clinician & Patient/Family Access
6. Input to subspecialty services
 - eg Developmental Psychiatry Clinic, Autism Clinical Training, Telemedicine
7. Access and Outcome MH Audit of cultural issues
8. Empirical clinical research into specific treatment and outcomes
9. Specialist literature on Culture & C&A MH: Access & Contributions
 - refugees, acculturation, Cultural differences in MH disorders and treatment
10. Bilingual Therapists experience in C&A MH

Cultural Clinical Consultant

- Appointment of senior clinician in MH
- Experienced in cultural issues in MH
- Empirically orientated
- Project manager skills
- Superlative communication and team working skills
- Good personal boundaries:
 - ie recommendations to clinician; not clinically responsible
- Family therapist and youth worker/counsellor with experience of CALD community based projects and good psychiatric knowledge,
- Australian Arabic Lebanese
- Aim to work with MH clinicians and patients and families from culturally and linguistically diverse backgrounds, in order to improve the quality and effectiveness of the treatment delivered.

1. Education in Cultural Awareness and Perspectives and Refugee MH

- 1) Training Sessions to all new MH clinicians and some students
 - 12 every 6 months plus skill maintenance in dept.
- 2) Monthly orientation presentation for new clinicians and other staff in CHW
 - 100/month; part of hospital orientation managed by Dept of Education
- 3) Workshops and presentations in CHW
 - By invitation
 - 6 half day workshops/yr; average of 60 staff/workshop (total 350)
 - adapted to different departments eg dietetic dept: influence of food and culture on health,
 - Satisfaction: over 99% “found workshop helpful”
- 4) Workshops and presentations outside of CHW
 - Metropolitan: CAMHS and NGOs 2 half days/yr
 - Regional: 2 in last year (part of CAPTOS) (universal positive feedback)
- 5) Department Education
 - journal club
 - case presentations
 - family therapists meeting (High Satisfaction)

2. Influencing use of interpreters and cultural standards of CHW

1. Education on use of Interpreters:

- Promoting use and educating clinicians
- Promoting use of the hospital protocols and clinical practice guidelines
- Promoting in talks, workshops, team meetings and assessments
- attention to importance of dialects and cultural matching
- best use of interpreters eg to write the script in their language

2. Member of CHW Culturally Diverse Committee

- Improving cultural awareness and cultural competency at CHW
- Review all hospital policies to accommodate cultural beliefs
- initiated consumers representative in committee
- Building partnership with other cultural organisations
 - eg TMHC, Migrant resource centres etc.
- Developing Cultural Intranet
- Initiated Proposal: Community Language Allowance Scheme at CHW:
 - hospital staff accredited by NSW Community Relations Commission
 - approved by CEO and due to start,
 - to up skill additional interpreter resource and receive payment

3. Case-based Cultural advice/insight on service access, concepts of mental illness and treatment

1. Consultations to clinicians re:

- Individual cases,
- Cultural information
- Cultural networking
- 2-10/week

• Evaluation with Clinician Questionnaire :

- *148 clinicians responded in last year*
- *universally positive*
- *Useful, comprehensive,*
- *increased cultural awareness*
- *A few reported a need for greater access to such a service*

2. Case consultations in 2 clinical teams weekly meetings

3. Other Consultations to

- other departments at CHW
- other orgs incl. schools, CAMHS,
- overseas (India),
- 1-2/week

4. Access to Bilingual Clinicians & other TMHC Services

- Increasing recognition of the importance of referral to BLCs
- Service audit of clinicians and patients identified request for greater cultural matching of therapist and Cultural Clinical Consultant
 - 5 in 2005
 - 42 in 2007
 - $\frac{3}{4}$ for adult therapist, $\frac{1}{4}$ for C&F therapist
- Limitation of BLCs C&A MH subspecialties
 - eg in Eating disorders, Autism and Intellectual Disability

5. Cultural Clinical Consultancy: **A specialty service where culture influences communication & treatment**

A. Clinician referral

- Seen independently or conjointly with clinician
- Written Report with Formulation and Recommendations
 - Responsibility remains with clinician
- New Cases 30 in last year
- Involvement in treatment up to 10 subsequent sessions (approx 2/week)
- Clinicians and Consumers Feedback Questionnaire
- Consumers (5) felt helped and their culture was recognised and understood, (Cantonese, Iraqi, Vietnamese, Lebanese)

Cultural Clinical Consultancy: Case 1

- 2001-6: 6yo girl with deafness, mild intellectual disability and minor physical abnormalities
- Mother Australian-born Muslim, Uni graduate, having difficulty managing child's behaviour and depressed; Father Afghani Muslim immigrant Uni graduate, Patriarchal family
- Over time: her parenting capacity and depression were related to abuse from Father who refused to attend
- Lack of progress: as Mother couldn't accept advice on her rights to safety, legal advice and treatment and felt that she should accept her predicament as a 'good Muslim'
- The cultural knowledge and authority of Cultural Consultant enabled Mother to recognise these human rights are part of being a 'good Muslim'.

Cultural Clinical Consultancy: Case 2

- 15 years old girl admitted with deliberate serious OD of Panadol after Mother responded to her threat to kill herself with “go ahead and do it”.
- Australian born, English speaking only and Australian friends; minimal understanding of Cantonese and only one Chinese community friend; identified as Australian
- Family arrived in Australia in 1987. Still Cantonese speaking. Father is a taxi driver, long hours. Mother is housewife and engaged with traditional Chinese community. No concerns for 11yo brother
- Diagnosis: not depressed but long standing parent child conflict with a mother who criticised the daughter’s diet and lifestyle.
- Cultural Consultant identified a mutuality of difference relating to intergeneration issues of acculturation, problems of traditional Chinese views on healthy food.
- Family therapy was used by CC in collaboration with responsible clinician and use of interpreter to improve mutual respect and the relationship.
- Follow up with Community based Bilingual Clinician

5. Cultural Clinical Consultancy: A specialty service where culture influences communication & treatment

B. Patient & Family Access:

March 07 Advertised the availability of service to parents

- Card sent with appointment letter to every family.
- Poster in waiting area of Dept
- 1 referral

Cultural Support for Families

The Children's Hospital at Westmead recognises that people of different cultural backgrounds may approach health issues in different ways.

That's why we have a specially trained Cross-Cultural Consultant who can attend appointments with you. Our Consultant can ensure better communication and understanding, whatever your background.

For further information please call the Cultural Consultant on (02) 9845 2005.

the children's hospital at Westmead

Transcultural Mental Health Centre

Cultural Support For Families
Are you worried that your cultural concerns won't be understood? Ask to speak to our cross-cultural consultant when you phone about your appointment.

Amharic ለተሰባዕ ባህላዊ ድጋፍ
በህዳሴ ችግራችን ለማረጋገጥ ለሰው ለሰው በሆነ ሁኔታ ላይ ይገኛሉ? ስለዚህ ችግር ለመረጋገጥ ለሌሎች ፋኩሪ ይህን ስራ ለማድረግ ለሌሎች ችግሮችን ለማረጋገጥ ለሌሎች ስራ (consultant) ይገኛሉ።

Arabic دعم في الشؤون الثقافية للعائلات
هل أنتم قلقون من عدم فهم المسائل المتعلقة بثقافتكم؟ إننا نطلبوا التحدث إلى مستشارنا لشؤون التواصل بين الثقافات عندما تتصلون من أجل موعدكم.

Chinese 理解您的文化，為您的家庭提供幫助
擔心他人無法理解您的文化和習俗嗎？請您電話預約時與我們的跨文化顧問交談。

Croatian Kulturološka podrška obiteljima
Plašite li se da drugi ljudi neće razumjeti stvari koje su vama kulturološki važne? Kad budete zakazivali sljedeći sastanak, zamolite da vas povežu s našim savjetnikom za važne kulture.

Farsi پشتیبانی فرهنگی برای خانوادهها
آیا نگران هستید که نکات مهم فرهنگی شما درک نخواهد شد؟ وقتی برای وقت گرفتن نگران می‌زید، خواهش کنید که با مشاور میان‌فرهنگی ما صحبت کنید.

Greek Πολιτισμική Υποστήριξη Για Οικογένειες
Ανησυχείτε ότι οι πολιτισμικές σας ανησυχίες δεν θα γίνουν κατανοητές; Ζητήστε να μιλήσετε στο διαπολιτισμικό μας σύμβουλο όταν τηλεφωνήσετε για το ραντεβού σας.

Hindi परिवारों के लिए सांस्कृतिक सहायता
क्या आपके विचार हैं कि आपके संस्कृति से संबंधित सवाल-विचारों को लोग समझ नहीं पाएंगे? जब आप अपनी अपॉइंटमेंट के लिए फोन करें तब हमारे बहु-सांस्कृतिक परामर्शदाता से बात करने के लिए करें।

Hungarian Kulturális Támogatás Családoknak
Aggódik, hogy kulturális érzelmét nem veszik figyelembe vagy nem értik meg? Amikor fogadási időponttal kapcsolatban hív, beszéljen a "cross-cultural" tanácsadó munkatársunkkal.

Spanish Apoyo cultural para Familias
¿Le preocupa que no se comprendan sus inquietudes culturales? Pida hablar con nuestro/a consultor/a transcultural cuando llame por su cita.

Turkish Aileler İçin Kültürel Destek
Kültürel bakımdan önemli gördüğünüz konuların anlaşılmasından mı korkuyorsunuz? Randevunuzla ilgili olarak telefon ettiğinizde, farklı kültürler konusunda uzman olan kültür danışmanımızla konuşmak istediğinizi belirtiniz.

Vietnamese Trợ giúp về mặt Văn hóa dành cho Gia đình
Có phải quý vị lo ngại sẽ không có ai hiểu được những mối quan tâm về văn hóa của mình? Hãy yêu cầu được nói chuyện với nhân viên tham vấn giao lưu văn hóa của chúng tôi khi quý vị gọi điện thoại về cuộc hẹn của mình.

Cross-Cultural Consultant
Department of Psychological Medicine
(02) 9845 2005

5. Cultural Clinical Consultancy: A specialty service where culture influences communication & treatment

B. Patient and Family Access:

Hungarian Mother of 11 yo boy with autism requested service, because of her fear of western medicine.

- Information on autism in Hungarian
- Involved in the family sessions, enabling the engagement in
 - Behavioural management for boy
 - Drug treatment for ADHD
 - Complex family issues
 - Mother accessing treatment for her own depression through BLCs

6. Input to special services eg Developmental Psychiatry Clinic, Telemedicine

- **Developmental Psychiatry Clinic:**
 - Monthly Tertiary Conjoint Clinic with SBIS, DADHC
 - Over representation of new immigrant families
- **CAPTOS: Child and Adolescent Psychiatric Telemedicine Outreach Service**
 - Since 2007 available for consults:
 - Phone consults 5 in first year
 - Talks Armadale, Wyong,

7. Access and Outcome MH Audit of cultural issues

- “Multicultural MHOAT project”: INFORMH (NSW Information Mental Health Unit) & TMHC
 - a research program on the recording of cultural measures in mental health presentations and outcomes.
 - Cultural Consultant & CHW consulted re C&A MH
 - Lack of data on parental culture makes the NSW MH information systems inadequate for C&A MH
 - Language spoken at home
 - Parents country of birth
 - ? May be introduced in future

8. Empirical clinical research into specific treatment and outcomes

- Eating Disorders Service evaluation showed problems with ‘Maudsley Family Therapy’ for Anorexia Nervosa
 - Esp. for Chinese and Arabic and Vietnamese
- Develop a Multicultural Eating Disorders Clinic in partnership with TMHC
 - i. Plan to train Bilingual Clinicians in MFT
 - ii. Use their cultural skills to understand problems and cultural concepts in relation to MFT
 - iii. Plan to develop cultural sensitive modification to treatment

9. Access to & Contributions to Specialist literature on Culture & C&A MH

- **Advice on and access to Transcultural MH Resources:**
 - Literature on immigrant health, acculturation, specific illness concepts & treatment needs
 - Providing information on Multicultural/translated resources eg on the web
 - eg Autism in Hungarian checked by interpreter;
- **Contributions to Literature**
 - NSW MH-Kids Eating Disorders Treatment Guidelines
- **Academic Presentations:** very positive satisfaction feedback
 - Family and Cultural factors in the identification of and adaptation to autism
 - Autism in the Arabic culture to TMHC allied health clinicians
 - Disability in different families/cultures
 - chapter article for parents and community professions in ID & MH in preparation
 - Cultural issues cases and presentations eg Sudanese refugees;
 - Immigrant pops, acculturation and transcultural family therapy for Family Therapists
 - Presentation in partnership with Aboriginal Clinician on identification of Autism in Koori Pop
- **Presentation on Cultural Consultation Subspecialty Service at International conferences**
- **Attendance at International Multicultural Conference eg South Asia Psychiatry**

10. Bilingual Clinicians' experience in C&A MH

- CHW partner to provide training to BLCs
- Organised by Institute of Psychiatry
- 20 topics
- Scholarships via IOP

Conclusions

- A single cultural expert has huge impact
- Cross Cultural Issues are frequent & complex in MH.
- Specialist Cultural Clinical Consultation model works in a tertiary paediatric setting
- Efficient model improving a Culturally sensitive service provision
- Focuses on those “stuck” cases:
 - treatment being hindered by culture, and communication issues.
 - Problems of engagement and shared assumptions
 - Accessible for clinicians and patients/families,
- CCC has significant wider influence on
 - Other hospital departments
 - Local CAMHS, schools and NGOs
 - State-wide regional CAMHS through CAPTOS
- Partnership with TMHC is mutually beneficial
 - TMHC offers access to other services and networks
 - CHW provides child and adolescent MH expertise

Recommendations for Future

1. Maintain a specialist Cultural Consultant Service
2. Negotiate wider access to the service
3. Replicate the model in other services with network of different cultures

Potential to expand benefits in partnership with TMHC :

- in **training** BLCs
- In **clinical research** eg Multicultural Eating Disorders Clinic .
- Expand the **clinical information** on C&A MH in different languages eg clinician journal,
- Expand **literature** on special knowledge, approaches and skills in C&A MH of different cultural backgrounds

The Cultural Clinical Consultant has strengthened the Partnership between Psych Med & TMHC

- Demonstrating how cultural expertise influences child and adolescent mental health outcomes at CHW
- Demonstrating how C&A MH expertise influences the Clinical networks of TMHC

Cultural Clinical Consultancy: Case example 3

- 16yo referred by paediatrician for challenging behaviour; recent history of break & enter police offences.
- 7th of 9 sibs; delivered by father, thought dead, HO of head injuries and possible fits. Family all exposed to serious violence. arrived from Afghanistan in 1997. Other siblings doing well. Mainstream school, no special needs identified.
- Family concerned about: Weak memory; Learning problems; his temper, physical violence toward objects at home and school & his future.
- Interviewed Father with Farsi Interpreter but son spoke English;
- Neuropsychology testing confirmed clinical diagnoses: Mild intellectual disability, major memory problems, Frontal lobe syndrome and ADHD. Lacking insight and needing protection.
- Recommended court diversion, special education, DADHC forensic services and stimulant medication
- Problems of: communication in interview; failure to follow advice and make progress
- Referral to Cultural Consultant identified: Fear of social stigma prevented father using a Dari interpreter or involving other members of family in his management, thereby failing to understand advice. Problems resolved by use of Dari speaking Bilingual Clinician.