

CALD XPRESS - DEVELOPING AN STI/HIV COMPUTER ASSISTED SCREENING INTERVIEW TOOL FOR THE CULTURALLY AND LINGUISTICALLY DIVERSE POPULATIONS OF SOUTH WESTERN SYDNEY.

Naomi Hoffman, Mario Mangaran, Sandhya Goundar, Ponnammah Ramasamy, Tanya Bruce & Christopher Carmody

LIVERPOOL SEXUAL HEALTH

BACKGROUND

Liverpool Sexual Health is a publicly funded health service in South Western Sydney which is an area that is highly culturally diverse. There are large communities of overseas born people in the district (40 % in Liverpool LGA and 38 % in Bankstown LGA). The most common country of birth is Australia followed by China, Vietnam, Iraq and Thailand with the most preferred written language being Chinese, Vietnamese, Arabic and Thai.

HIV in men born overseas remained stable between 2007 and 2010 ranging from 179-190 but has since increased to 311 diagnoses in 2016. Among men born overseas with male to male sex as their risk exposure, the proportion of those who were born in Asian countries has increased over the past 10 years from 30% in 2007 to 58% in 2016. In NSW since the beginning of 2017 each quarter the number of newly diagnosed HIV positive men who have sex with men (MSM) and were born overseas exceeded the number born in Australia. Making testing, treatment and prevention easy and readily accessible for our CALD population is a high priority for our service in South Western Sydney.

Several methods are employed to increase ease of access to the service for those who are from CALD backgrounds. These include the use of telephone interpreters, dedicated weekly walk in clinic with Mandarin interpreter for sex workers, a monthly presence of the Sex Worker Outreach Project (SWOP) peer worker and now the development of a multi-language computer assisted screening interview tool (CASI) for use in Xpress clinics to further assist CALD clients.

METHOD

The Xpress program is used widely in sexual health services for asymptomatic clients and is a computer assisted screening interview (CASI). The Xpress is a free-standing kiosk or wall mounted touch screen which asks the user questions pertaining to their sexual history. This information is immediately available to the nurse for consultation. In an effort to increase the accessibility of HIV and STI testing to CALD populations in our district, the questions of the Xpress kiosk were reviewed and translation organised by CNE Mario Mangaran and CNS Naomi Hoffman into five key languages including Arabic, Chinese, Thai, Khmer and Vietnamese. This was done with project funding from SWSLHD Primary and Community Health and assistance from Heng Lu, the IT Manager from Sydney Sexual Health Centre. Heng Lu incorporated the translated text and adapted the program to be fully functional for CALD clients.

Upon first presentation to the service, clients have a standard face to face initial consultation for screening in which a full sexual history is taken and the client, if suitable, is advised of the ability to use the Xpress kiosk for future screening. A leaflet explaining the Xpress visit was drafted and also translated into the five languages and given to the client to minimise any confusion about future visits with the Xpress.

Additionally, the service has now set up a second Xpress touchscreen and modified a second consulting space so that it is dedicated to Xpress clients. We analysed the first 12 months of Xpress activity data.

RESULTS

Since commencement in August 2017, a total of 92 clients have used the CALD Xpress with repeat visits. Chinese has been the most popular language for use with the CALD Xpress with 52% of users selecting Chinese, followed by Vietnamese representing 31% of CALD Xpress users. Interestingly 42% of users identified themselves as sex workers with majority being Chinese. We believe the high rates of use by Chinese Sex Workers has been influenced by SWOP peer worker Namon who promoted this service to the community. The CALD Xpress experienced some teething issues initially with the program being implemented onto the kiosk, and was unable to be used for a short time, but these issues were resolved and the CALD Xpress has just reached the 12 month milestone. For clients with a reasonable ability to speak English, an interpreter has not been required for the consultation, although for clients without any English an interpreter has been used for the consultation, now for a shorter period of time as sexual history has already been taken through the Xpress.

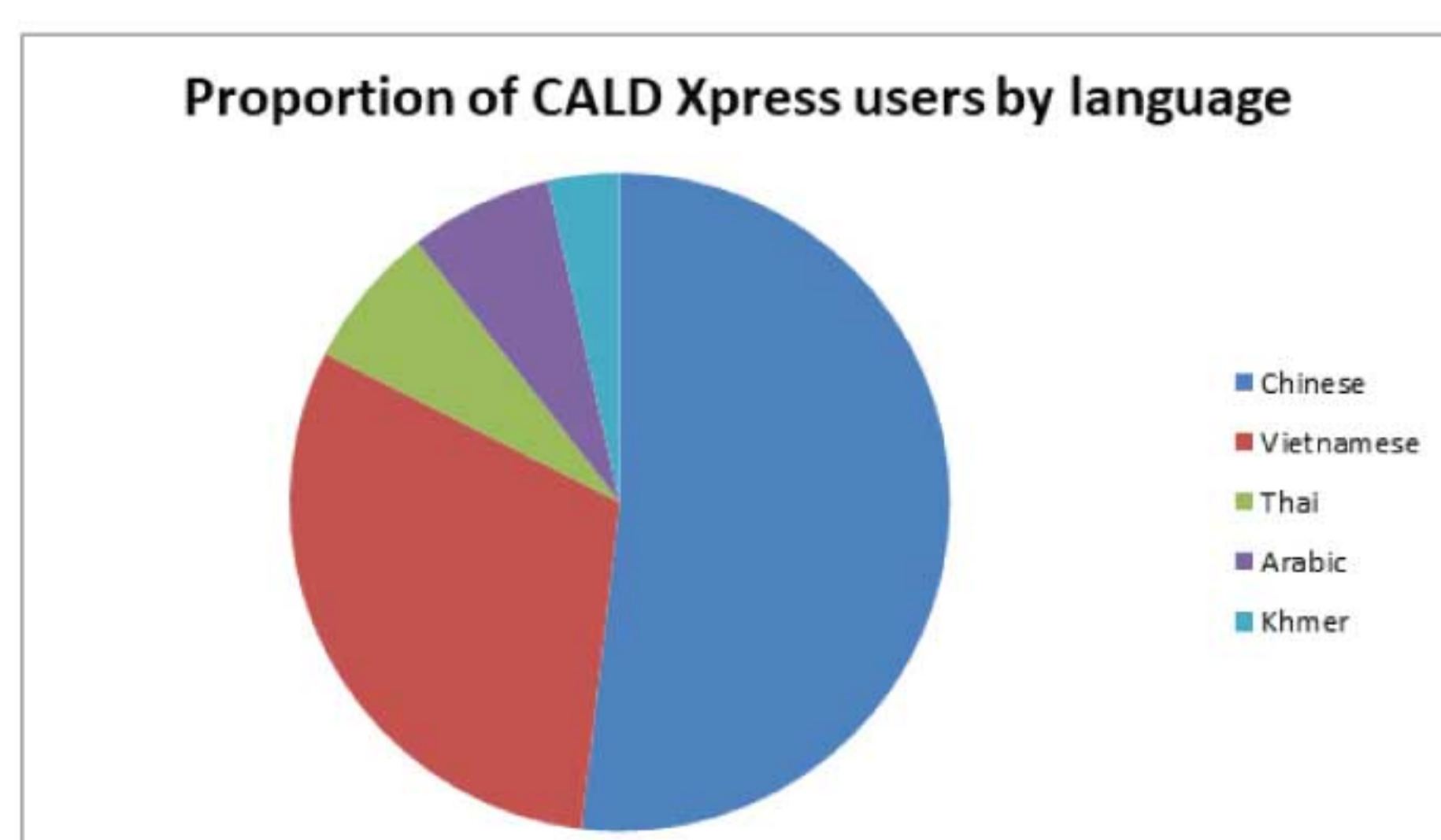


Figure 1

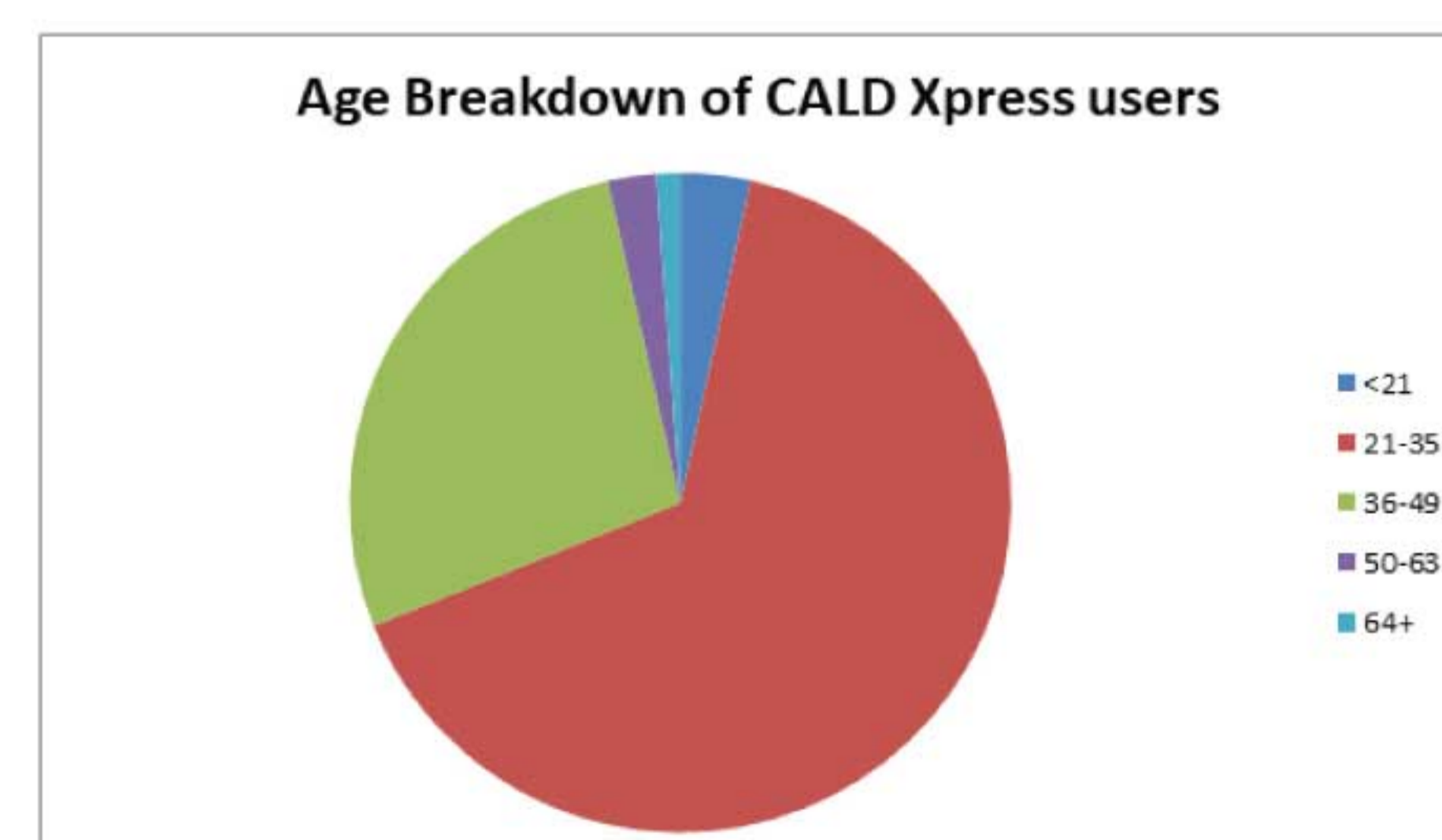


Figure 2

CONCLUSION The CALD Xpress has assisted in removing barriers and making sexual health testing easier for the CALD community. We see the CALD Xpress as a valuable adjunctive model of clinical service delivery. We are continuing to promote the model and hope to see increased utilisation amongst our priority populations including men who have sex with men.