

Filling gaps for patients diagnosed with chronic hepatitis B from a Chinese speaking background

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Background: In Australia, there were about 60% of people living with Chronic Hepatitis B (CHB) that were born overseas, with over 20% (about 133,500) that were Chinese-speaking people from Mainland China, Hong Kong and Taiwan. With those who are diagnosed, due to misunderstandings or lack of education about CHB, there are not only knowledge but also understanding gaps of management recommendations in Australia. To fill the gaps, we provide targeted education and discussions in the community language during the FibroScan sessions for clients referred by their General Practitioner. On completion of the individual session, we then seek feedback from the patients.

Analysis: We designed a gap analysis form to guide assessment, education and discussion sessions. During the session, we identified gaps in knowledge, understanding and health behaviours relating to management of their CHB and addressed them accordingly. Between November 2020 to November 2021, we completed 149 forms for patients diagnosed with CHB from a Chinese speaking background. A total of 69% people identified as not knowing how they came to be infected, with nearly 35% of newly referred clients believing hepatitis B could be transmitted through sharing food, and 42% not undertaking regular recommended monitoring.

Results: The collected feedback showed that all patients increased their knowledge and understanding of CHB. They all said they would see their doctor regularly for monitoring in the future. All of them agreed that the education provided was linguistically and culturally appropriate and was very helpful.

Conclusions: It is important that people living with CHB fully understand CHB and the importance of regular monitoring. Delivering information and education through discussions that is culturally and linguistically appropriate not only enables better understanding for the patient, but is also effective, accepted and a valued service for the Chinese speaking patients.

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