

Feasibility and acceptability of CHNs in general practice: research findings



Sabuj Kanti Mistry, MPH, PhD

Lecturer, School of Population Health, UNSW Sydney

Healthcare navigation

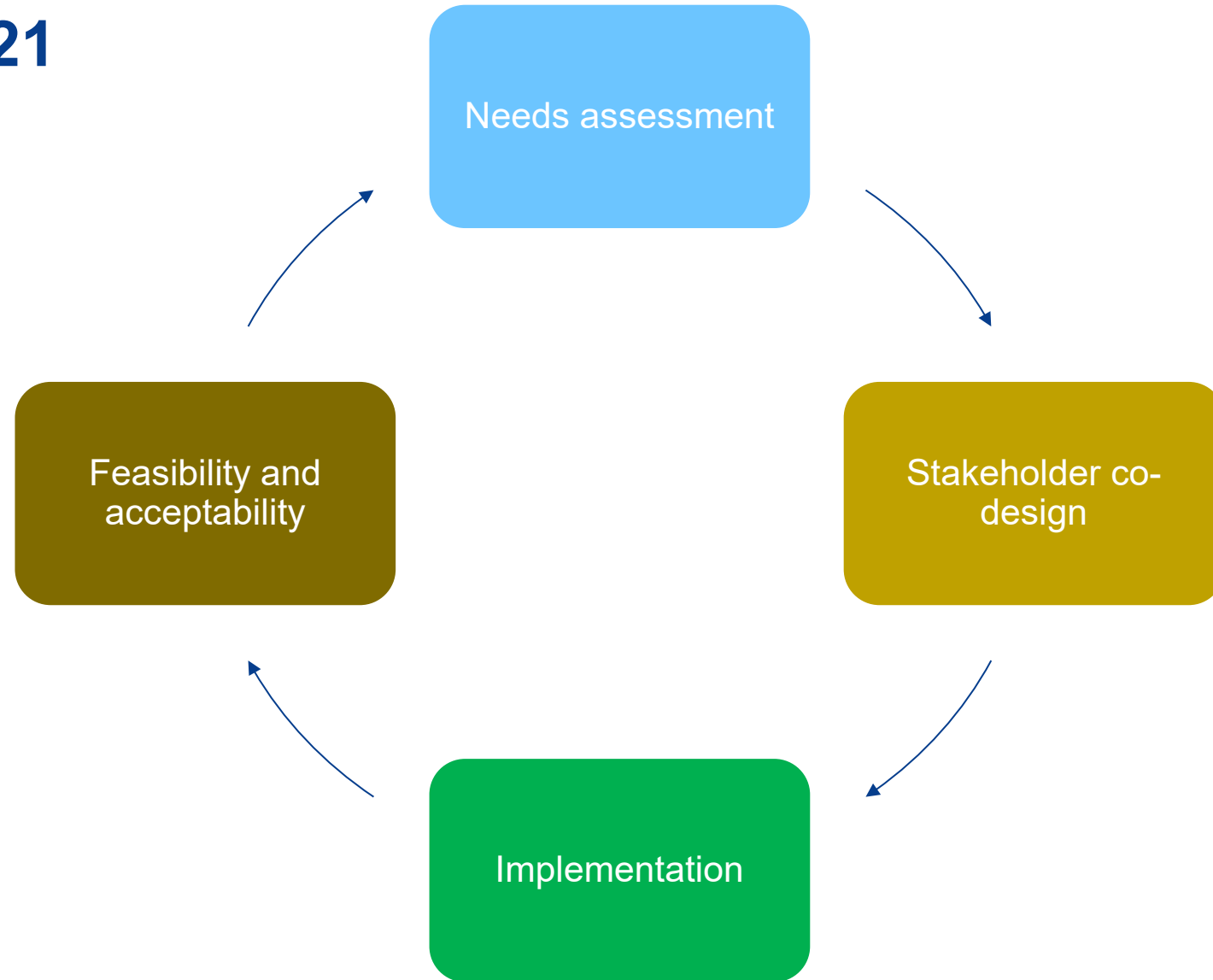
**Fragmentation
within tiers of
health
services**

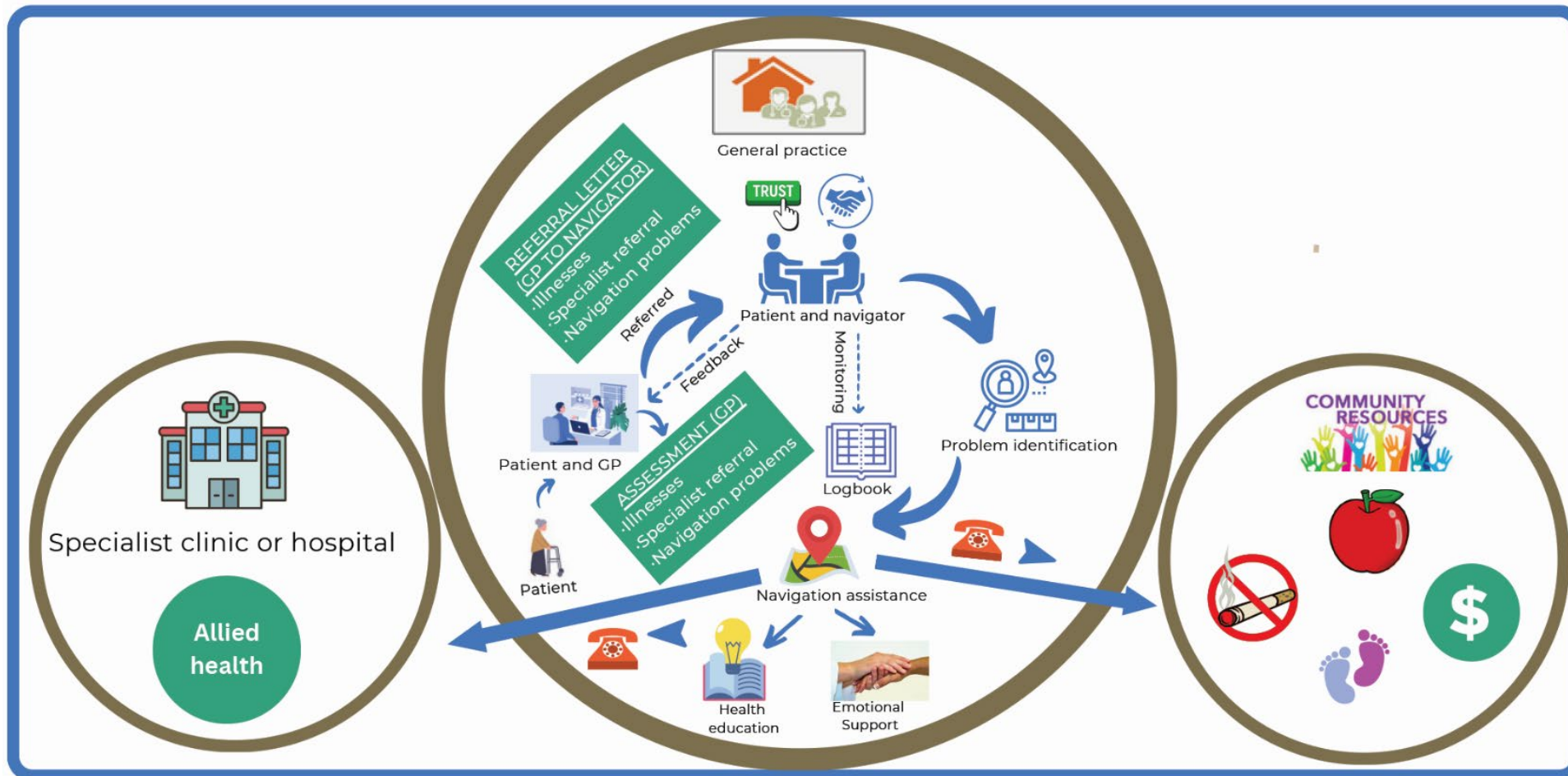
**People from
CALD
backgrounds
face
additional
burdens**

**Limited
capacity
within general
practices**

**Involving
community
navigators to
address this
problem**

Phase 1: 2020-2021





Navigation model of care

Implementation and evaluation

RECRUITMENT

12 CHWs from five culture groups: Bengali, Chinese, Hindi, Arabic and Samoan

TRAINING

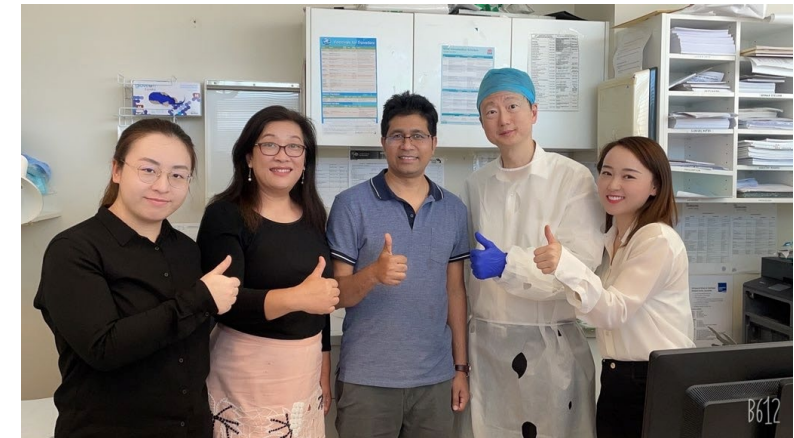
Blended training program (4-hrs face-to-face; 20 hrs online training (10 modules each took 2 hrs)

IMPLEMENTATION

3 Navigators in 2 practices for 10 weeks. Two sessions/wk, 3 hrs/session. Additional 2 hours/wk if required.

EVALUATION

Navigator logbook for quantitative information; post-intervention qualitative interviews





Phase 2: 2024-2025

Intervention

- Refinement of training program
- 5 CHNs in 5 practices (Arabic, Chinese, Samoan)
- 10-week placement
- Post-intervention qualitative interviews

Findings

- Perceived patient benefits of CHN intervention
- Requires a clear CHN role definition
- Tailoring CHN roles relative to patient needs
- Continuity of CHN services

Conclusion and next steps

**Effective way
to improve
access to
services**

**Intervention
feasible and
acceptable**

**Needs
replication in
other culture
groups**

**Explore
effectiveness
and cost-
effectiveness**

Publications from the research

Review > [J Gen Intern Med. 2021 Sep;36\(9\):2755-2771. doi: 10.1007/s11606-021-06667-y.](#)

Epub 2021 Mar 5.

Community Health Workers as Healthcare Navigators in Primary Care Chronic Disease Management: a Systematic Review

Sabuj Kanti Mistry¹, Elizabeth Harris², Mark Harris²

> [Fam Pract. 2022 Nov 22;39\(6\):1070-1079. doi: 10.1093/fampra/cmac020.](#)

Learning from a codesign exercise aimed at developing a navigation intervention in the general practice setting

Sabuj K Mistry¹, Elizabeth Harris¹, Mark F Harris¹



ORIGINAL ARTICLE | [Full Access](#)

Scoping the needs, roles and implementation of bilingual community navigators in general practice settings

Sabuj Kanti Mistry MPH✉, Elizabeth Harris PhD, Mark F. Harris MD

First published: 25 August 2022 | <https://doi.org/10.1111/hsc.13973>

Research | [Open access](#) | Published: 11 May 2023

Feasibility and acceptability of involving bilingual community navigators to improve access to health and social care services in general practice setting of Australia

Sabuj Kanti Mistry✉, Elizabeth Harris, Xue Li & Mark F. Harris

[BMC Health Services Research](#) **23**, Article number: 476 (2023) | [Cite this article](#)

Contact Details

Dr Sabuj Kanti Mistry

Lecturer

School of Population Health, UNSW Sydney

sabujkanti.mistry@unsw.edu.au