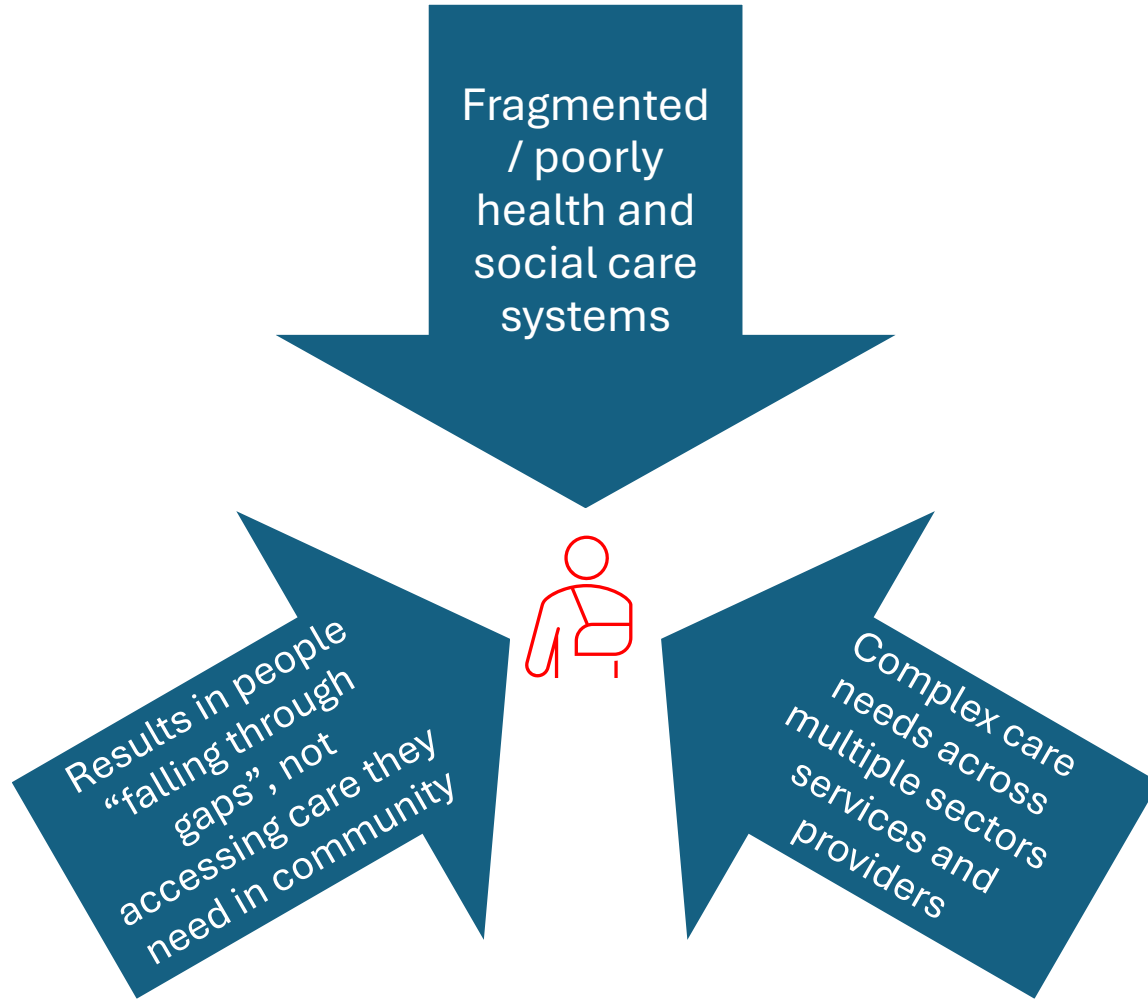


Strategies and infrastructure needs for sustaining and growing the CHN sector

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Need for navigation support



- Health workforce capacity and shortages – general practice, nursing, allied health
- Increased demand on health workforce.
- Overlap in some functions with some existing roles – Aboriginal health workers, peer workers etc but risk of further fragmentation.

Established evidence



- **Feasible and acceptable** in general practice, post acute care, chronic disease management, screening and prevention
- **Improve** access especially screening and community services, quality chronic disease management, prevent readmission, patients' experience of care, and reduce costs.
- **Advance** health equity especially for disadvantaged populations, people with low health literacy, people experiencing cultural and/or language barriers.

Challenges

Research

How CHNs best address

- Health literacy, e-literacy, and self management?
- barriers between health, disability, aged care and community sectors?

What standardised measures should be used to assess CHN performance and impacts?

What are the key factors influencing the implementation and maintenance of CHN programs

Implementation challenges

Where should CHNs be based and employed?

How should they be:

- Recruited, trained and supervised for different settings?
- Accepted as part of the health workforce?
- Integrated into health team and be referred clients?
- Sustainably funded/resourced?

How can we develop or identify career pathway for CHNs?



Opportunities for development of CHN roles

- Follow up after discharge from hospital
- Support for primary care working with disadvantaged and vulnerable populations.
- CALD and refugee health navigators and educators
- Support for access to aged home care, and NDIS
- Linkage to community services and agencies (social prescribing)
- Support people with specific conditions – chronic conditions, cancer, palliative care, severe mental illness.



Training

Core areas

- Australian health and social care systems, access to care
- CHN roles, responsibilities, scope of practice,
- Interacting with clients – communication, culture, language,
- Professional responsibilities, boundaries, confidentiality, ethics.
- Health issues – chronic conditions, preventive care,
- Health care including medication *adherence*
- Community context, resources, social determinants

Specific

- Clients with specific health or other problems – mental health, alcohol and other drugs, HIV,
- Population groups with specific needs – eg Aboriginal, refugees, homeless
- Specific services – eg post acute care, palliative

