Background:
The journey continues from phase 2 locally to a National roll out in phase 3 for Bairnsdale Regional Health Service.
BRHS Phase 2 Lighthouse Hospital Project had a focus on “Asking the Question of Origin”. Based on a staff surveys, it was identified that we were inconsistent in asking this mandatory question. Using the Australian Institute Health and Welfare [AIHW] identification training tool and resources, BRHS implemented an accessible platform for staff to complete training, resulting in increased confidence to ask the question of origin.
Our aim in phase three was to create a sustainable and engaging cultural competency training package on “Asking the Question of Origin” for all front-line staff, to ask the question of origin confidently, correctly and consistently and provide staff with the tools to respond respectfully and appropriately to any queries from patients.

Approach
LHP Phase 3 Action Plan PDSA on “Ask the Question of Origin”
Plan: Assess the sustainability of phase 2 improvement in asking the question of origin by reviewing identification rates, clinical audits, follow-up with patients and interviews with staff on the use of the AIHW training tool.
Do: The assessment identified the AIHW training tool was not meeting staff learning needs. BRHS re-designed with permission the training tool with an interactive Articulate software program, enhanced the visual aesthetics with the Heart Foundation LHP P3 artwork and used the Inner North West PCC film on asking the question of origin to support staff learning.
Study: A test pilot of the updated training tool internally at BRHS & then with the other 18 LHP sites and invited guests. Use of Survey Monkey to collate feedback and modify the tool with this feedback.
Act: Based on the success of the test pilot, BRHS has entered into a service agreement with the Heart Foundation to roll out the training tool nationally in 2019. Together the Heart Foundation, and BRHS have updated the training questions to reflect the new NSQHS Standards for improving identification rates, re-filmed the video with correct content and produced promotional material to support the national roll-out.

Results
We anticipate the results of this learning package will support and train hospital staff across Australia, on how to appropriately identify and record Aboriginal and Torres Strait Islander peoples. Specifically:

- Increased the understanding of the importance, responsibilities and reasons for identifying Aboriginal and Torres Strait Islander peoples.
- Improve knowledge and skills of hospital staff to identify and record Aboriginal and Torres Strait Islander peoples.
- Ask the question of origin in a culturally safe, accurate and consistent way.
- Increase staff confidence to Ask The Question of Origin.
- Increase rates of Ask The Question of Origin identification within hospitals.

Conclusion
Overall, the PDSA identified that the indigenous identifications rates from phase 2 had been difficult to maintain due to a training tool that was not engaging & inconsistent resource links to support staff learning.

The test pilot trial of the updated software on “Asking the Question of Origin” in phase 3 by BRHS staff, LHP team sites and invited guests was highly successful and from this trial, feedback indicated that many other hospitals across Australia also needed a training tool to support their staff.

The collaboration and partnership of BRHS and the Heart Foundation has led to a re-design of the software and film fit for a national roll out across Australia via the Heart Foundation website in 2019 with the aim to deliver:

1. A free “Ask The Question of Origin” on-line learning package and supporting resources.
2. “Ask The Question of Origin” educational film to support the software learning.
3. Marketing and Communications Plans to support the national roll-out and promotion of the learning package across Australia.