

Clinicians' perceptions of facilitators and barriers that influence the provision of persistent pain relief to refugees

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Introduction

- Researchers report that clinicians need to understand how culture influences refugees' interpretation and pain management ¹.
- A chart audit on refugees attending the Persistent Pain Clinic at Princess Alexandra Hospital showed how differing cultural views can lead to inadequate pain management for refugees.
- Currently there are no specific guidelines for clinicians with reference to cultural competence when providing pain management to refugees ²

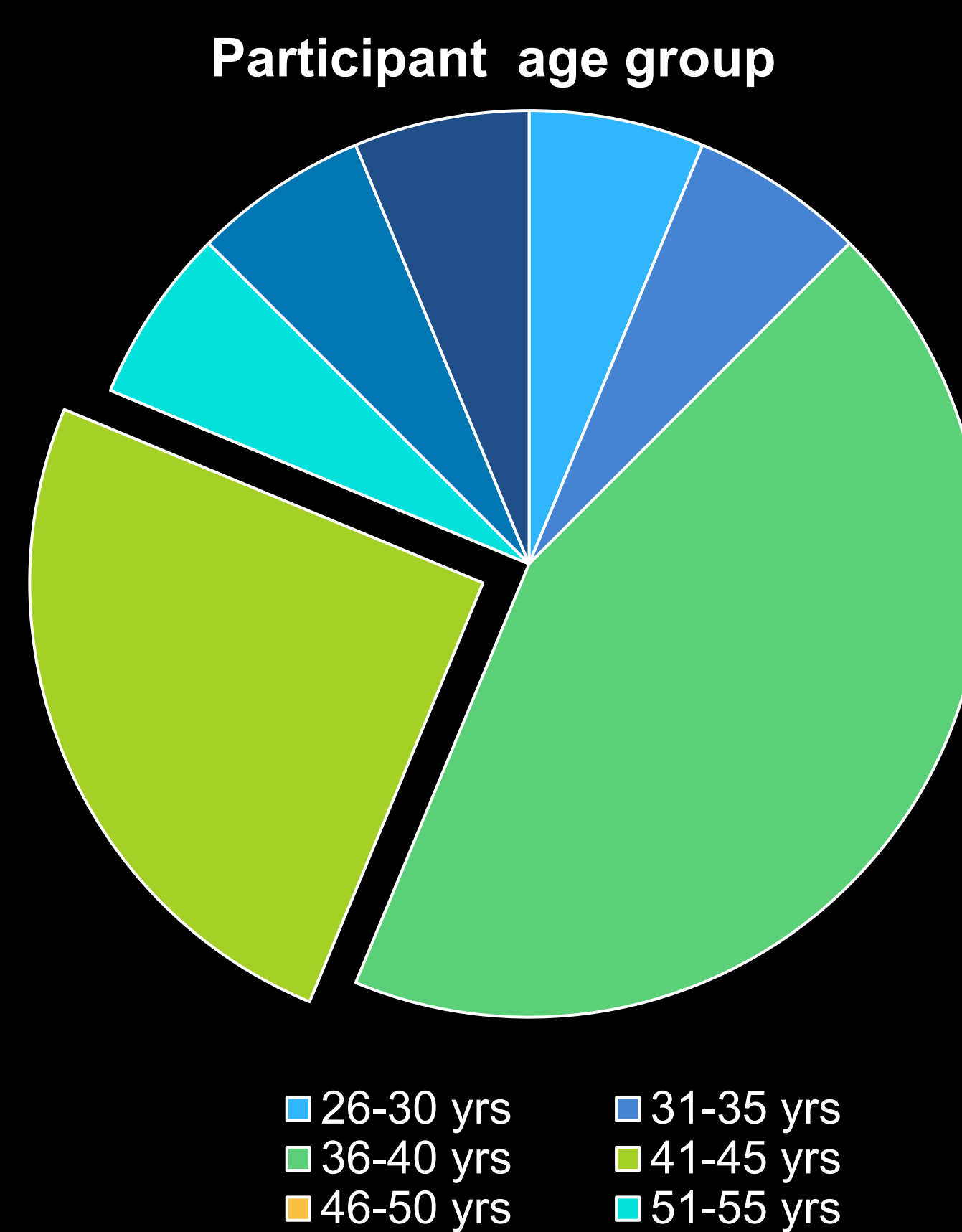
Aim of the Study



The aim of our study was to collect data on clinicians' views of the facilitators and barriers that influence the provision of pain management for refugees including their views on cultural competence skills.

Methods

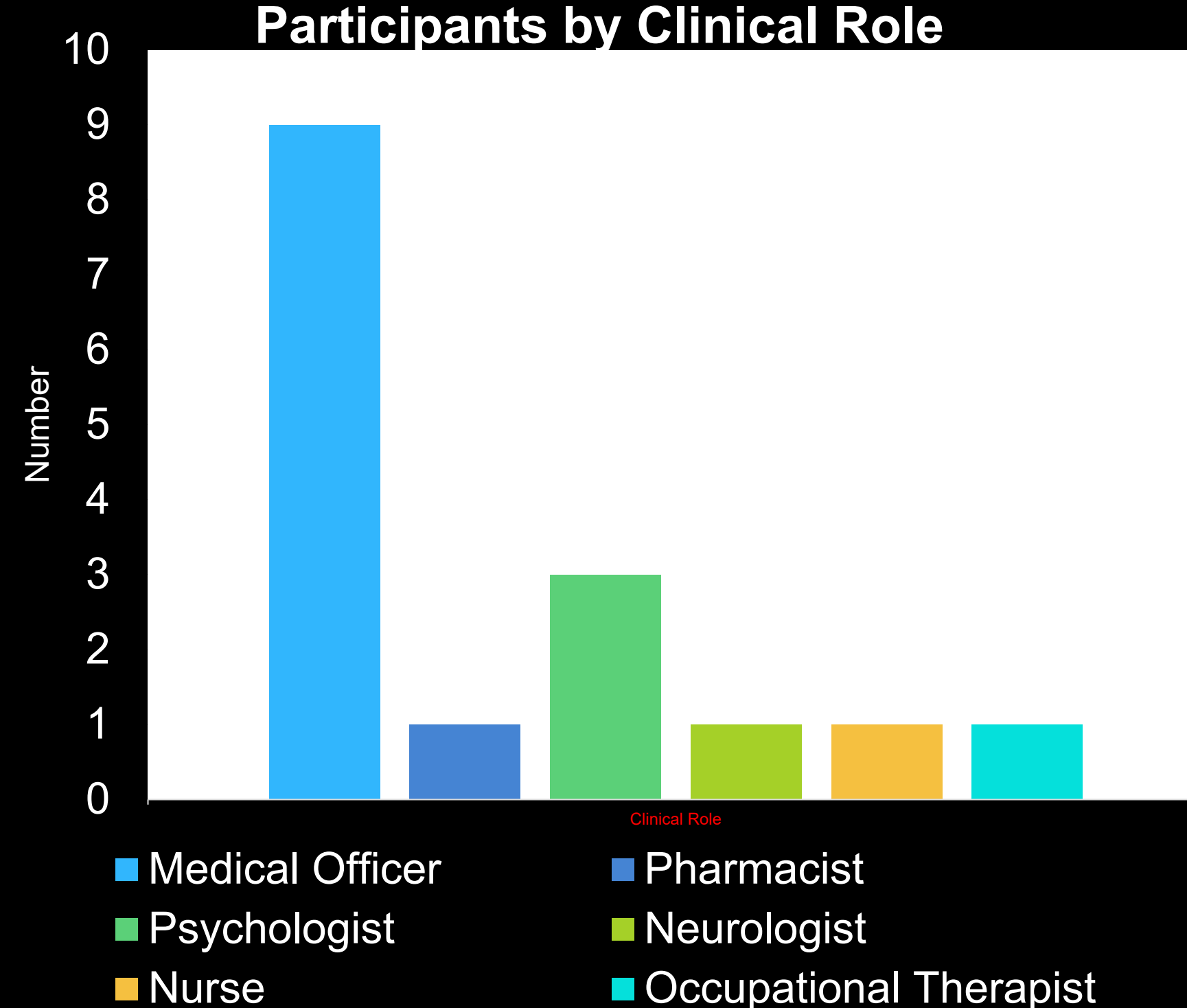
- A 45 minutes focus group discussion was conducted with clinicians at the Persistent Pain Clinic at Princess Alexandra Hospital. An individual telephone interview (30 minutes) was conducted with one participant.
- Demographic data was collected from participants.



Country of Birth

Country of Birth	Number (N= 17)
❖ Australia	11
❖ Malaysia	1
❖ Hong Kong	1
❖ Germany	1
❖ Sri Lanka	1
❖ Iran	1
❖ New Zealand	1

Participants by Clinical Role



Results



(With Permission)

Main Facilitators

- ✓ Quality Interpreters
- ✓ Cultural awareness
- ✓ Adequate time
- ✓ Awareness of resources
- ✓ Embracing the concept of 'humanness' when interacting with refugees

Main Barriers

- x "Lost in translation " (English language difficulties & communication issues)
- x Inadequate time with patients
- x Incongruent expectations between clinician and patient
- x Not enough cultural context
- x Need for formal training in cultural competence

Conclusion

- Our research is significant as the findings can help clinicians develop culturally appropriate guidelines to improve pain management to refugees to increase patient satisfaction, treatment compliance and improved quality of life ^{4,5}

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