



At a glance 2023–2024

Providing public health services

Centre of excellence for leprosy and tuberculosis (TB) management and refugee health care in Western Australia (WA)

Western Australian Tuberculosis Control Program (WATBCP)

6647 adult and paediatric medical appointments at the Anita Clayton Centre

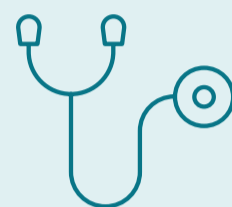
549 BCG vaccinations given

73 home visit directly observed therapy appointments facilitated to ensure patients take their prescribed medication to maintain and develop the therapeutic relationship.



Humanitarian Entrant Health Service (HEHS)

897 holistic health checks were provided to people from refugee backgrounds who settle in WA.



Working in partnership with our patients

Interpreter services, primary health general practitioners, Red Cross, Child and Adolescent Health Service, Perth Children's Hospital Refugee Health Service, hospital laboratory services, and pharmacy services



TB contact tracing

93% of TB contact tracing is completed within four months of a TB notification



TB treatment

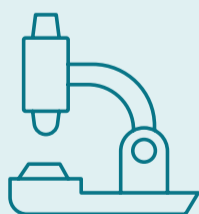
98% of our TB patients successfully completed their treatment with support from our case management team.



Innovation

561 virtual appointments facilitated for regional and remote patients.

We use genotyping to support the identification of TB outbreaks and assist with our contact tracing processes.



Immunisation

100% of our registered nurses are certified immunisation providers.

100% of our HEHS patients have an immunisation catchup plan developed and completed.

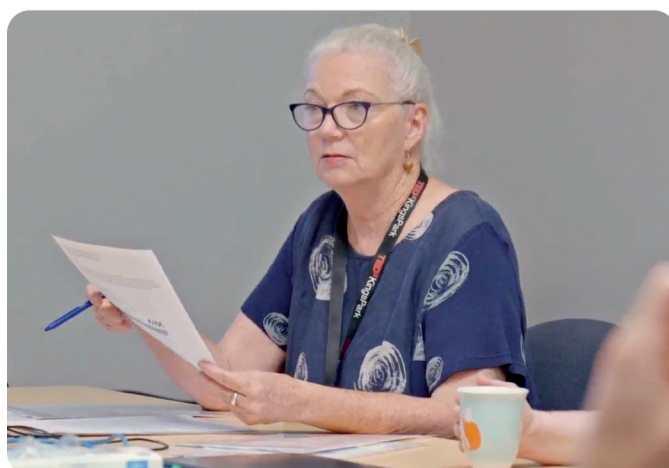


Consumer feedback

53 compliments

4 complaints were managed within the appropriate timeframe.

2 changes were implemented in response to a complaint to improve the quality of our letters.



Patient safety

30 clinical incidents were reported and investigated.

Improvements made to medication charts in response to clinical incidents.

