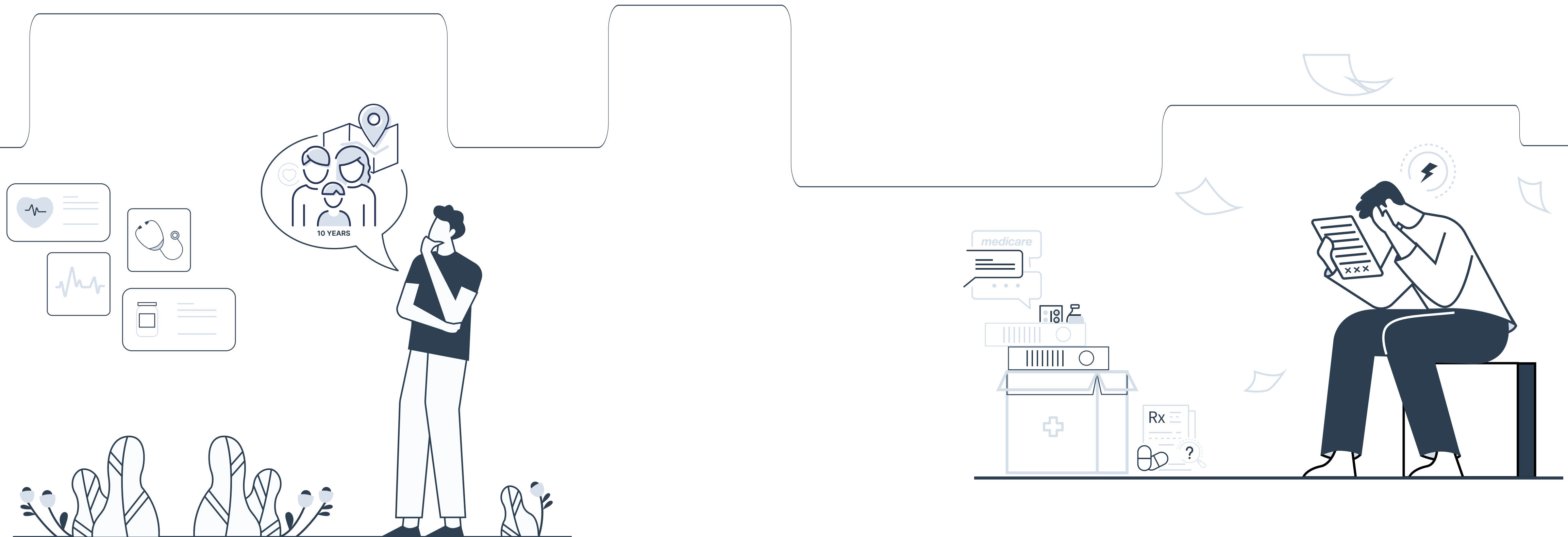


Improving the journey for international medical graduates

Personas and journey maps: Consultation feedback



The Australian Medical Council acknowledges Aboriginal and/or Torres Strait Islander Peoples and Māori Peoples as the Traditional Custodians of the lands the AMC works upon.

We pay our respect to Elders past, present and emerging, and acknowledge the ongoing contributions that Indigenous Peoples make to all communities. We acknowledge the government policies and practices that impact on the health and wellbeing of Indigenous Peoples and commit to working together to support healing and positive outcomes.

The AMC is committed to improving outcomes for Aboriginal and/or Torres Strait and Māori Peoples through its assessment and accreditation processes including equitable access to health services for First Nations Peoples.

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Why this work matters



31% of doctors practising in Australia did their medical training overseas



56% of doctors working in general practice did their medical training overseas



International medical graduates play a vital role in rural and remote communities

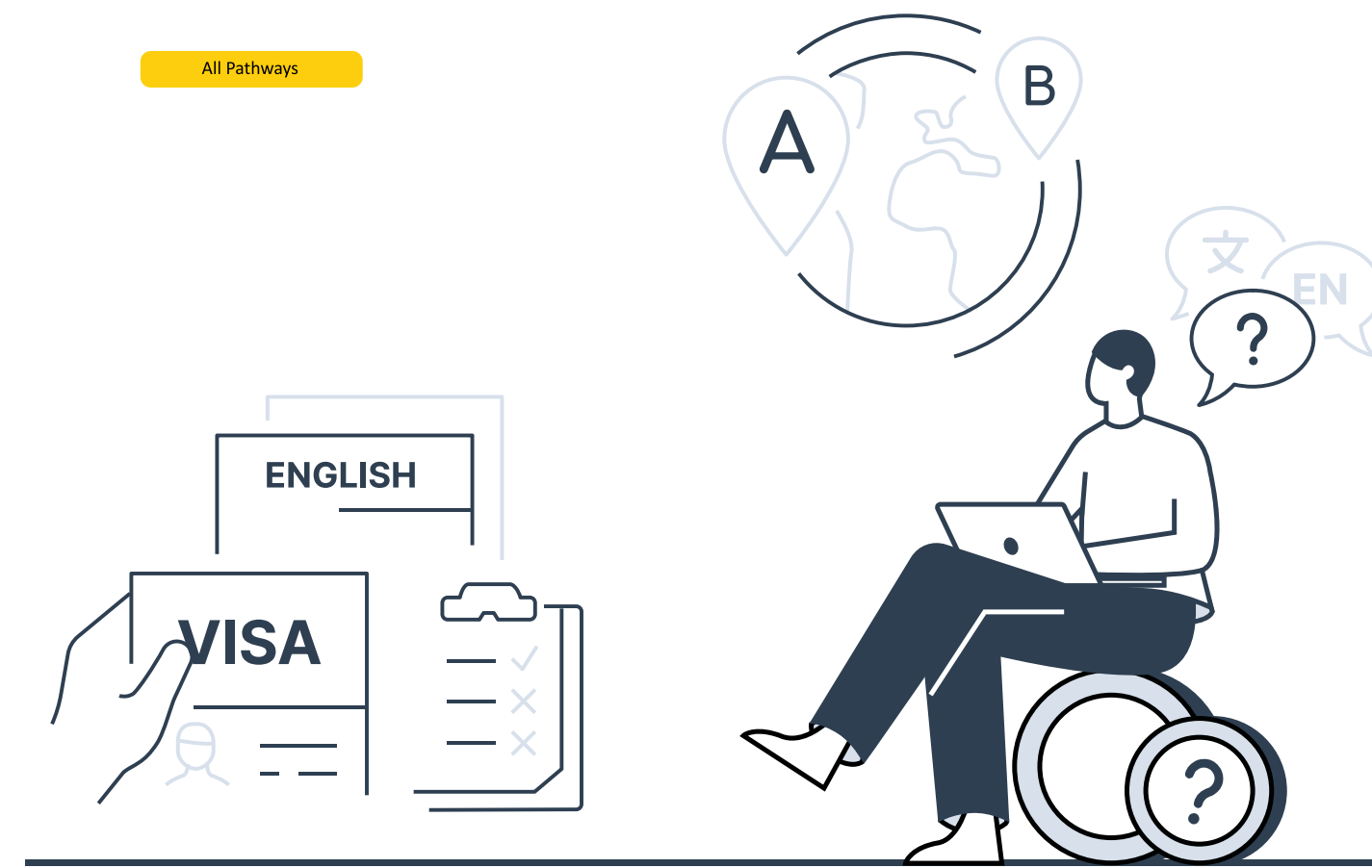
International medical graduates play a critical role in the Australian medical workforce across a range of areas and make important contributions to the communities they serve.

The journey maps and personas form part of a large research project that we conducted with international medical graduates and stakeholders to:

- better understand the journeys of international medical graduates and the challenges they face
- show the contributions of international medical graduates to the Australian health system
- identify solutions to improve the experiences of international medical graduates who are navigating assessment pathways and entry into the Australian medical workforce.

About the journey maps and personas

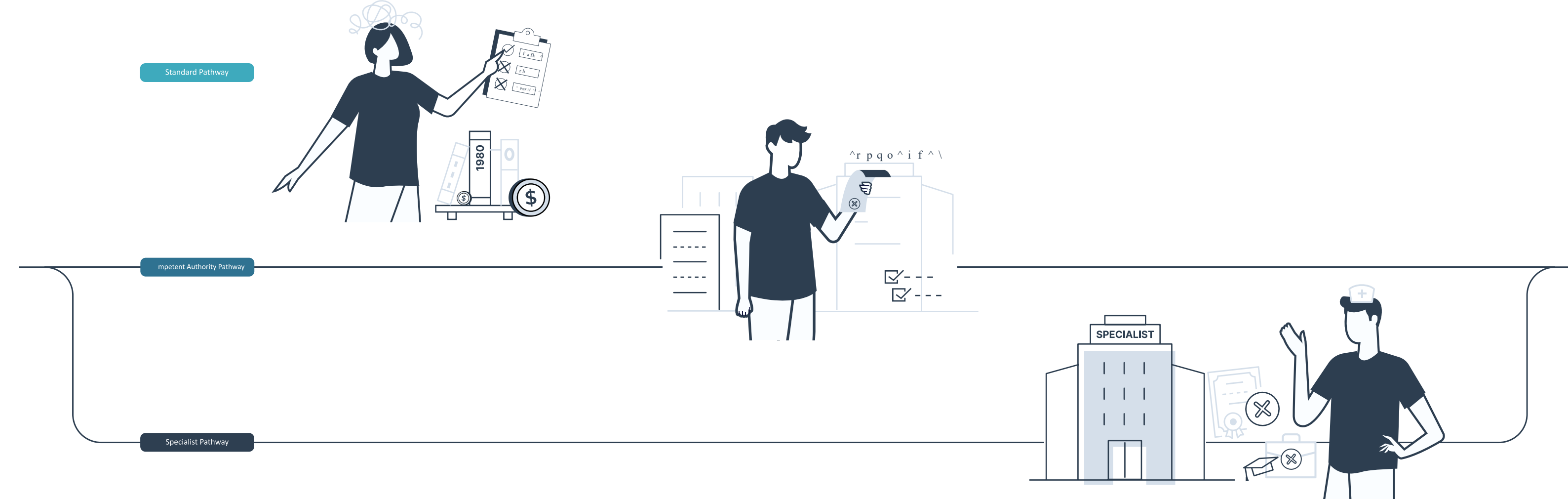
Preparing for Immigration and Work as a Medical Practitioner in Australia



Navigating Registration Requirements



Meeting Standards for Qualification, Training, Verification and Assessment Requirements



The personas and journey maps provide a much richer understanding of the lived and diverse experiences of international medical graduates as they navigate the pathways to practice medicine in Australia.

They show that international medical graduates are not a homogenous group and that a range of solutions are needed if we are to improve the system and experience for international medical graduates.

The personas and journey maps draw on data from a survey of more than 4000 international medical graduates, along with interviews and focus group sessions with international medical graduates and health services people working with international medical graduates. They give voice to international medical graduates who have generously shared their experiences about the challenges and what would help to reduce some of the current barriers they experience.



Fatimah



Luis

Who we consulted with

Cross-sectorial advisory groups
Expert researchers

100+
Health organisations

Workshop
Meetings



Survey
Focus Groups

AMC committees
Aboriginal and/or Torres Strait
Islander stakeholders

International medical graduates

Members of the Project Advisory Group and Technical Advisory Group provided feedback about the journey maps and personas in a workshop held in Naarm (Melbourne), February 2024.



What we asked

Personas

- How representative are these personas in describing the different sub-groups of international medical graduates?
- How accurate are these personas in describing the different subgroups of international medical graduates?
- What could be improved? Is there any information and/or are there personas that are missing?
- How would you and your organisation use these personas to guide your work with international medical graduates?

Current state map

- How accurate is the current state map in showing the challenges related to the key milestones in international medical graduate journeys?

- What could be improved?
- What ideas do you have about enhancing the navigation and making them more interactive?

Future state map

- How accurate is the future state map in showing the solutions related to the key milestones in international medical graduate journeys as stated above.
- What could be improved? (Specify areas that are missing or areas that could be deleted or changed.)
- How would you and your organisation use these journey maps to guide your work with international medical graduates?

What you said

“ The personas appear to be comprehensive and capture most things that IMG’s face from a health service perspective.

“ The personas highlight that each person has their own unique situation and challenges. The health system needs more flexibility to support each individual circumstance.

“ The short story about each persona is easy to read and nice.

“ Good quality work and there is good diversity within the personas. They show the different life stories and context prior to arriving in Australia, for example someone that is coming for a gap year versus a refugee and the challenges they face.

“ They clearly articulate real-life challenges for IMGs, for example homesick and integrating into the Australian healthcare system. Often IMGs move to Australia and don’t have family with them.

“ Really well done and gives a human touch to a complex issue. There are so many complexities around the IMG journey and this work shows how many things that need to be considered.

“ I think this is an excellent piece of work. While there are no surprises, it clearly documents the complexity and the unique pathway that each individual IMG will experience. It highlights that one size does not fit all and will hopefully assist with future change that will enable greater flexibility and simpler processes for IMGs in the future.

“ It is a great way to educate staff members within the health system that are involved in the recruitment, employment and supervision of IMGs. It highlights the diversity and the unique experiences that impact individuals and their families. It also highlights to IMGs the challenges they and their families will face so that they can make informed decisions regarding relocation to Australia to commence or continue their medical careers.

“ They look great and it is good see both the current and future state. The future state provides practical solutions where changes can be made by all sector stakeholders.

“ The current state journey map really shows what is currently happening.

“ Such a challenging but exciting space to be involved in but there is some much room for improvement and change.

“ The personas provide good examples to support the need for an organisation to invest in more resources to support IMGs entering the workforce so that they feel valued and supported.

The feedback and what we have done

- **Increased the personas from 10 to 15** to show the breadth of experiences of international medical graduates.
- **Fact-checked the personas and journey maps** to ensure that the details are correct.
- **Expanded on the challenges and enablers** to show the breadth of experiences of internal medical graduates in Australia.
- Expanded on issues related to **cultural safety for Aboriginal and/or Torres Strait Islander peoples.**
- **Added keywords** to identify searchable terms for the journey maps.
- Revised the visuals on the journey maps to **show diverse genders, focus on the migration experience, and showcase resources and families.**
- **Reduced the amount of text** for the challenges and enablers in the journey maps to improve readability.

Personas

Suggested changes	Changes made
Additional information	
Add length of time and costs to all persona cards	Added total time and costs to all personas with the disclaimer that time and costs are subject to change
Ensure that details comply with college and AMC requirements and further support	Undertook a further review and fact check
Add details on the PESCI – preparation, time taken and cost	Added GP rural area to the Mohamed persona.
Consider categories other than pathway to help users navigate the information in the personas	In scope for the interactive versions
Include more information about health colleagues and patient views	This has been included for example Jemma (colleague perceptions); Rohan (patient and colleague racism); Mohamed (peer support from colleagues to resolve contract issues); Mostafa (mentor in home country); Olga (learning from Aboriginal and/or Torres Strait Islander colleagues); Lin (colleagues and patients consider she has a poor bedside manner).
Include information about Area of Need	Updated Mohamed persona to reference Area of Need position

Create new personas	
Short term training in a medical specialist pathway persona – they fill a short-term training position at a hospital, they apply to the Board and the College to secure a training position. 12-24 months – if they want to stay longer they need to apply through the specialist pathway	Created a new persona named Latifa from Papua New Guinea who wants to extend her time
A dual pathway general practice persona, trying to get their RACGP or ACRM qualification but also trying to go through the standard pathway because of the time it takes to qualify, this is seen on quite a common basis in the registration sector	Luis is a dual pathway persona who initially applied for specialist pathway as a surgeon and then applied for the AMC standard pathway. Added an additional dual pathway doctor – Luis, ophthalmologist
General practice persona – it would be especially good to focus on this when looking at regional, rural and remote. There is a level of isolation that is different from the experience of hospital colleagues when you are an IMG working in the General Practice environment	There are currently two GP personas – feedback is that we don’t want more than 14-15 personas otherwise it becomes too detailed
Recent graduate who has passed their AMC exams but has limited experience in Australia, provisional graduate looking for work	There are currently two recent graduate personas – as above

Journey maps

Suggested changes	Changes made
The visuals	
Change visual to preparing for immigration and work as a medical practitioner (first drawing – medical degree is a must have)	Added medical degree to first image along with visas and English and added to challenges
Add in fourth pathway – short term medical specialist pathway and fifth pathway – MBA expedited pathway	Added fourth and fifth pathway and deleted the categorisation of pathways in challenges and solutions
Add pills to the graphic of the jar	Added pills
Difficult to read on the website	To be addressed in interactive versions
Updates to current state map	
Add a fourth pathway – short-term training in a medical specialist pathway and future proof by adding a fifth pathway – MBA expedited pathway	Added to visuals – fourth and fifth pathway and updated relevant challenges
Some consultation respondents want more detail and some say the detail is ok because otherwise document would be too long	Check for length of text and re-edit interactive versions

Delete the detail of references to specific pathways for the milestone – meeting standards for qualification, training, verification and assessment requirements and just refer to all pathways in the section	Deleted pathway subcategories
Include further information about social support – professional and personal	Reintroduced categorisation of strategies in interactive versions – including category of socio-cultural support
Change wording of AMC verification as a challenge – the process is actually very fast	Wording changed to: establish faster assessment processes
Add in online study groups and bridging course providers to study resources	In scope for interactivity
Align personas with the journey maps	In scope for interactivity
Combine the map so that it is current and future state rather than two separate maps	In scope for interactivity – consider including headings only for each challenge and solution that with interaction can be clicked on to get more detail
Add in evidence-based data to bridge the gap between stories and representative data	In scope for interactivity
Improve navigation	In scope for interactivity

Updates to enablers on future state map	
Need for rotations so that international medical graduates gain the experience required for various specialist careers for e.g. GPs	Supervised experience included as a challenge and future enabler
Emphasise frequency of exploitation – IMGs and their supervisors and the significant power imbalance in general practice where a practice often sponsors a visa and provides supervisor reports	Updated exploitation challenge in current state journey map
Consider culturally informed education strategies for doctors from overseas – women’s health, palliation etc.	Enablers updated
Publish statistics on website – how many have passed, appeals etc	Enabler updated
Include more positive stories of success	Current success stories include Jemma, Mohamed and Musa. All personas reviewed for strength-based elements
Undertake more cooperation with the private sector in areas such as private mentoring, examination preparation and settlement and schooling for e.g. IMG SOS	To be addressed in partnership model for future work
Consider the challenges of financial burden – consider a grant for Colleges to assist in assessment innovation	Funding to be addressed in partnership model for future work

Next steps

- Create interactive versions of the personas and journey maps.
- Work with partners across the health system to action the system enablers identified in this work.

We look forward to working with stakeholders to align and implement solutions to improve the experiences of international medical graduates in Australia.

