



Lauren Cavanna, Shona Ryan, Gillian Murphy
Executive Sponsor: Kevin Brown

Case for change

The NSW Health First 2000 Days Framework highlights the importance of the first 2000 days of a child's life.

The WSLHD Child and Family Health Nursing Service is **not accessible to 40% of families** following the birth of their baby.

- This window of opportunity has lifelong impacts on the child's cognitive, physical, social and emotional health
- Early engagement with health services in a child's life results in a significant decrease in government spending over their lifetime
- Every child deserves timely, equitable and accessible health services during the first 2000 days to reach their full potential



Goal

To increase engagement with clients referred to the Doonside Community Health Centre, Child and Family Health Nursing Service for the 1-4 week Personal Health Record check by December 2025.

Objectives

To increase:

- the number of families accepting an appointment for the 1-4 week Personal Health Record Check with Child and Family Health Nursing Service at Doonside Community Health Centre from 64% to 74% by December 2025
- maternity staff knowledge around the 1-4 week referral pathway to Child and Family Nursing from 49% to 59% by December 2025

Acknowledgements

WSLHD Child and Family Health team
Families of WSLHD
Grow Together Steering Committee

Hayley Manyu, Redesign Lead
Blacktown Hospital, Maternity Staff
ACI Centre for HealthCare Redesign

Method

Diagnostic activities:

Client surveys (n=10)
Clinician surveys (n=59)
Client interviews (n=5)
Clinician interviews (n=5)
Stakeholder interviews (n=4)
Process mapping workshop (n=6)
Client focus groups (n=10)
Clinician focus groups (n=9)
eMR data analysis
Literature review
Root cause analysis

Solution generation activities:

Workshops – Blitz, power of 3 and brainstorming (n=69)
Consumer consultation (n=10)
Consult with Multicultural Health Service
Analysed, themed and prioritised solutions

Key issues

Limited referrer (maternity) knowledge

46%

of maternity staff not confident in educating patients about the Child and Family Health Nursing Service

51%

of maternity staff do not understand the referral process to the Child and Family Health Nursing Service

57%

of maternity staff do not know how to contact the Child and Family Health Nursing Service

Minimal client understanding of the Child and Family Health Nursing Service

30%

of clients did not know about the Child and Family Health Nursing Service prior to being contacted

Non-standardised client communication processes within the Child and Family Health Nursing Service

Absence of documented procedure outlining streamlined processes offering 1-4 week check appointments and information to provide if clients decline services

Solutions

Education and training for maternity staff about the Child and Family Health Service

1. My Health Learning Module
2. Regular maternity staff Inservice education

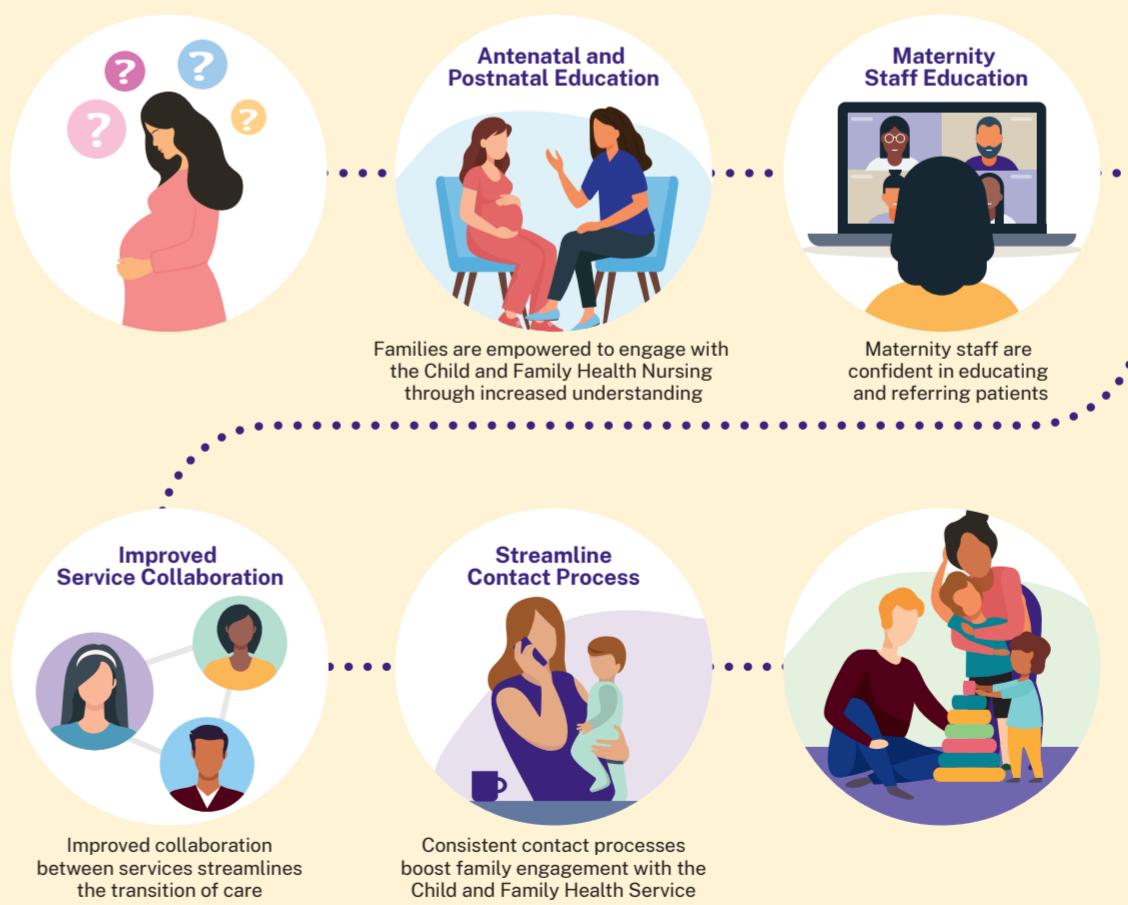
Client education provided during antenatal/ discharge process and improving promotional material for clients.

1. Structured antenatal and postnatal client education
2. Creation of promotional material: client education video, client brochure available in 5 languages and Child and Family Health Nursing Service sticker for the Blue Book

Standardising Child and Family Health Nursing communication to clients

1. Create initial contact guideline for staff
2. Introduce initial client contact through the digital patient education platform, GoShare

Expected outcomes:



Sustaining change

To sustain change, measures have been put in place, including:

- Prioritisation of implementation by sponsor
- The Steering Committee, chaired by the Executive Sponsor continue to meet regularly
- Use of existing governance for routine reporting
- Embedded ownership and resourcing of solutions

Conclusion

All solutions are scalable to other Child and Family Health Nursing teams.

Consultation has commenced with other WSLHD Child and Family Health and maternity teams for future roll-out.

Lessons learnt:

- Clear understanding of roles and responsibilities between services is essential for transition of care
- Identifying champions is critical for implementing sustainable change
- Follow the redesign methodology – it works
- Collaboration with other services and consumers is key for sustainable change