

# Grow Together

## Setting the Stage for a Healthy Future

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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



### 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

### 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

### 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 Health Nursing from 49% to 59% by December 2025

### 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

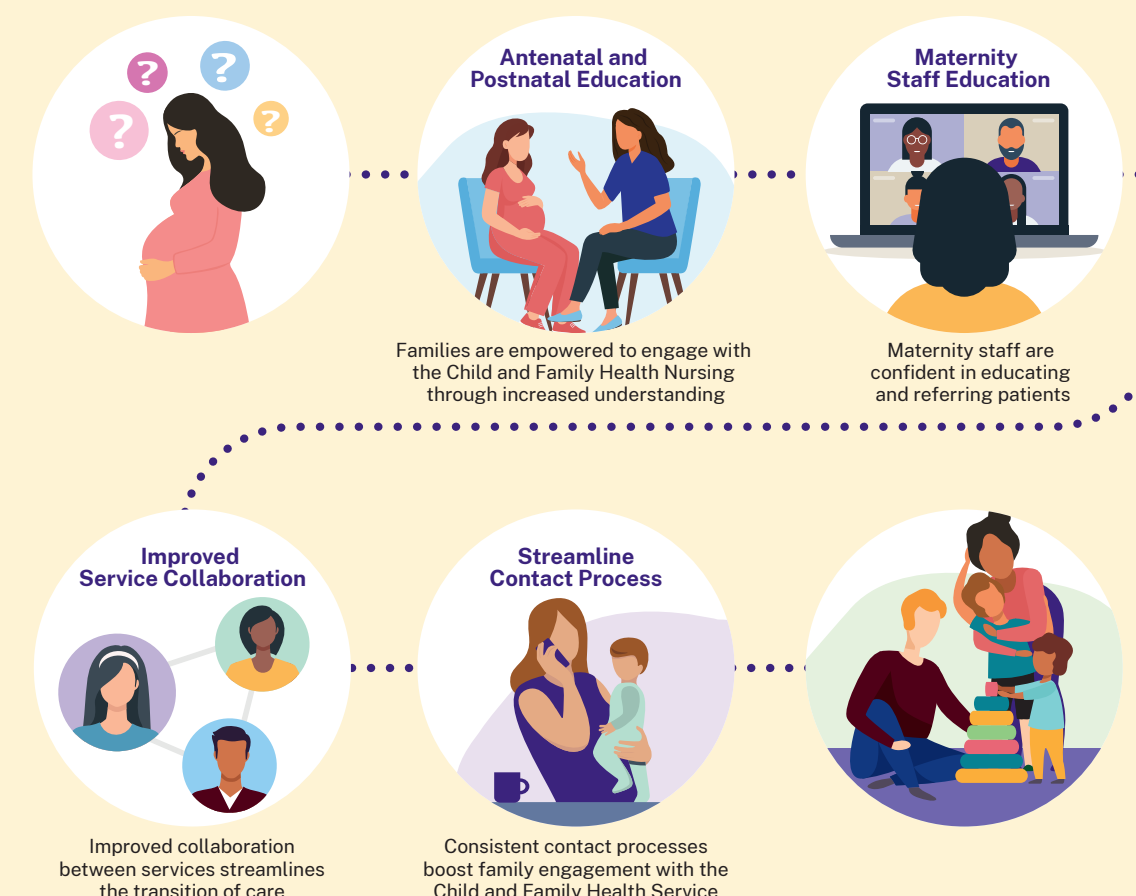
#### Client education provided during antenatal/discharge process and improving promotional material for clients.

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:



### 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

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Grow Together Steering Committee

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