OFFICIAL

MEDINFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



Co-designed Antenatal Care Empowering public health clinicians to accelerate digital transformation

cpersonifycare

Julia Dalton PDPN Project - Midwifery Manager | Northern Adelaide Local Health Network

Belinda Hull RNRM Customer Success Manager | *Personify Care*



Acknowledgement of Traditional Owners



NFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



Connecting patients to the best possible care

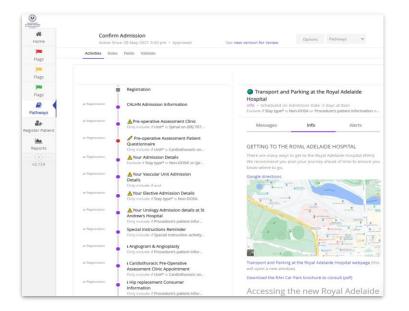


NFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



Your protocols powered by Personify Care



- Personalise a pathway for your patients needs
- Long + complex or simple + short
- Pathway builder allows you to continuously enhance your pathway
- Live in under 4 weeks

#MEDINF023





Northern Adelaide Local Health Network

- Increasing number of pregnant women booking in
- 25-30% of women were being booked into the wrong triage appointments
- Delays in booking initial doctors' appointments for women with a history of medical/obstetric complications
- Delays in processing GP referrals
- No pregnancy/medical history available for women having early bleeding or miscarriage, if not had a triage





(NALHN)



Modbury Hospital







73%

of our consumers never read the NALHN antenatal booklet

• too long, too time consuming to read and not relevant



use the handouts provided



of consumers will google search if they have questions

• similar to research conducted in 2012-2015 (Heath-e Baby Study) at NALHN

@TheInstituteDH #MEDINF023

NFO23





- Meet the demands of increased bookings
- Reduce the number of incorrect triage bookings
- Timely bookings for women needing an early obstetric review
- Engagement with GP for routine antenatal screening test prior to triage with results available for the midwife to review before their appointment
- Redirect triage appointment time from chasing results to providing high quality care
- Timely and consumable pregnancy-related health information



MIDINFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



Midwifery Led Project - Pregnancy Online Platform NALHN (POPN)

Collaboration with Personify Care



- Create first pathway for antenatal care
- Meet the requirements of the SA Pregnancy Record
- 'Flag' women with medical and obstetric co-morbidities as per the 'Australian College of Midwives Inc National Midwifery Guidelines for Consultation and Referral'
- Streamline the booking process and triage appointment
- Provide pregnancy-related health information throughout pregnancy







POPN Project Midwife & Project Midwifery Manager

- Learn the capabilities of Personify Care's digital platform
- Ensure obstetric and medical histories are produced in the desired format for the SA Pregnancy Record
- Develop processes, procedures, surveys, questionnaires
- Develop / conduct staff education
- Develop / revise educational information for POPN
- Liaise with midwives, doctors and clerical / administration staff

MEDINFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA





- Understanding the capabilities of the digital platform
- Developing medical and pregnancy history questionnaires
 - For women with low moderate literacy
 - To elicit the appropriate responses to complete the SA Pregnancy Record that can 'flag' issues relating to the 'ACMI National Midwifery Guidelines for Consultation and Referral'
- Reducing a 20 page document into 3 pages in the SA Pregnancy Record format
- Identify the new roles required and getting their approval





Minor Challenges

- Identify the correct triage clinic site / model of care
- Staff education Administration, vetting midwife, triage midwife roles
- Creating new information / fact sheets, re-designing booklets and their POPN schedule timing
- Consultation with stakeholders and consumer feedback
- Auditing triage timing and identifying what can be done by clerical staff
- Creating new templates for POPN triages and full triages
- Key Performance Indicators identify and develop a reporting mechanism

MIDINFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



POPN Administration Role

- Take over clerical tasks that a midwife was doing at triage (lower cost than a midwife)
- Manage all of the triage appointment bookings

Vetting Midwife Role

• Reviewing, collating and documenting the woman's records to enable a faster triage appointment





) IN **EO** 28

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



Registration on POPN

- Link sent to woman (text message or email) •
- POPN accessed by woman ٠
- Asked to complete medical and pregnancy history ٠ questionnaires
- Access to pregnancy-related health information at timely intervals

Northern Adelaide Local Health Network	Before your first pregnancy appointment
Health Network	Congratulations on your pregnancy and
0	welcome to Northern Adelaide Local
(6)	Health Network (NALHN) for your
	pregnancy journey. You and your
Government of South Australia	pregnancy are important to us. To
SA Health	assist with organising an individualised care pathway, it is helpful if you are
Please complete the following details before you come in for your appointment.	aware of a few things prior to your first
By completing this early, we'll be able to better help you	appointment.
prepare for your appointment.	Click here to share this document with
CIT 1	your support person, print or save a
Click next to:	copy
Choose a password	
Enter your details	In this document:
Review your checklist	See your GP for your early pregnancy checks Genetic Screening and Tests Your first appointment at NALHN Links for more information
Next	(
	BEFORE YOUR FIRST PREGNANCY APPOINTMENT
Drivery Drifty	Compretabilities are proving and advance to functions database call that the mean debuted for one programs proves. This welf and programs are important to as with well with
\bigcirc	\bigcirc



INFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



≡	with NALEN
booklet	y with NACLIN
Click here to share	
your support perso copy	n, print or save a
In this booklet:	
Important telephone r Car Parking Antenatal model of ca	re options on pages 8+9 i's and Children's Division baby
	YOUR

	consumer survey	
Expected due	Omega 3 Screening	\sim
-30 weeks	Only include if Education schedule start	
	Only include if Education schedule start	
Expected due	First Trimester Screening	
-30 weeks	Only include if Education schedule start	
	only include in Education schedule start	
Expected due	Nausea & vomiting in pregnancy	
-30 weeks	Only include if Education schedule start	
	only include in Education Schedule Start in	
Expected due	GP Shared Care Schedule of Visits	
-30 weeks	Only include if GPSC is GPSC	
Expected due	The Northern Aboriginal Birthing	
-30 weeks	Program (NABP)	
	Only include if NABP is NABP	
	Only include if NADP is NADP	
Expected due	Having your baby at the LMH booklet	\geq
-28 weeks		
Expected due		
-28 weeks	Pain and bleeding in early pregnancy	
-20 WEEKS	Only include if Education schedule start	
		_
-27 weeks	COVID-19 Vaccines in Pregnancy	\geq
-27 weeks		
Expected due	i Breast milk is the best food for your	
-27 weeks	baby	
	baby	
Expected due	Vaccinations in pregnancy Information	
-26 weeks	vaccinations in pregnancy information	\sim
Expected due	Northern Links	
-26 weeks	Northern Links	
Expected due	Perinatal Mental Health - PANDA	
-25 weeks	Fernatai Mentai Healtri - FANDA	\sim
Expected due	LMH Antenatal Classes	
-25 weeks	Only include if Appointment site is Lyell	
	only madde in Appointment are is Lyell in	
Expected due	MH Antenatal Classes	
-25 weeks	Only include if Appointment site is Modb	

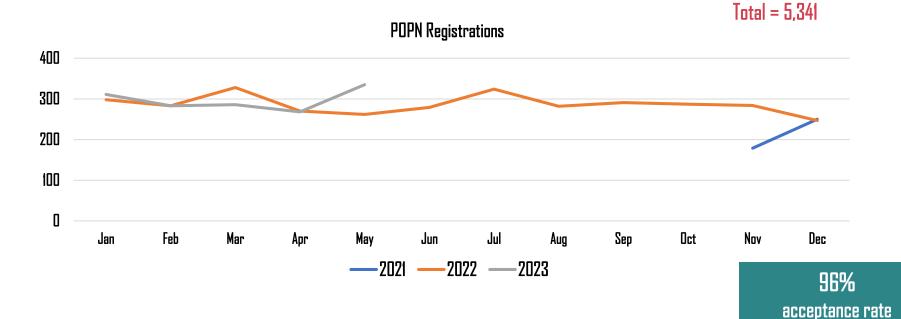


#MEDINF023





Registrations- 22 Nov 2021 – 31 May 2023







77.9 hrs (3.25 days)

Vetting Midwife (3 days / week)

160 144.8 140 138.6 120 116.2 104.9 100 91.9 84.6 84.7 80 80.9 76.8 79 63.8 60.9 60 60.8 52 37.5 41.2 42.9 40 46.7 20 0 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23

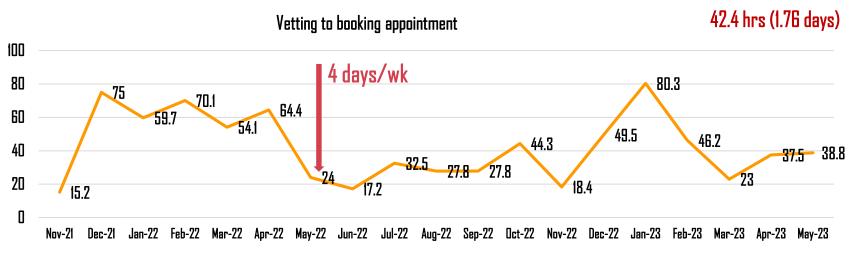
Hours

Vetting time from time of registration





POPN Admin (3 - 4 days / week)



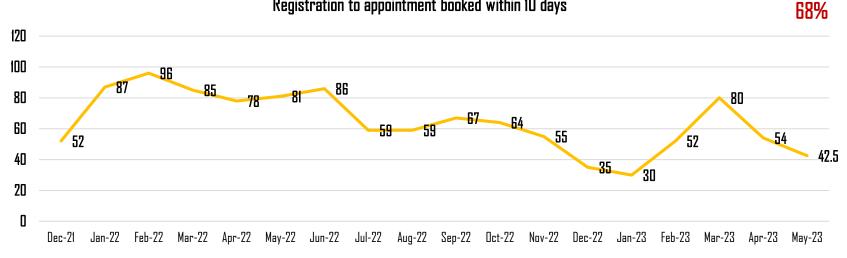
-Hours





Registration to Booked Appointment





Percentage





Education Accessed

- 2 perinatal mental health information sheets were viewed by 93% and 99%
- 23 different sets of pregnancy-related information provided during the antenatal period
 - 18 activities were accessed by \geq 90%
- 5 who rated between 72-88% were information on:
 - 3rd & 4th degree tears (78%)
 - Perineal massage (79.3%)
 - A guide to labour (71.7%)
 - Antenatal group-NABP (87.5% of women eligible for NABP)
 - LMH antenatal classes (78%).







- **Friage appointments reduced** by an average of **45 min (2 hours to 1.25 hours)**
- 0
 - Average 12 minute reduction in time spent with the woman
 - Average of **8 more min** spent discussing the model of care and education
 - More appointments available for increasing bookings (No backlog)
 - Reduction in wrong triage booking per model of care

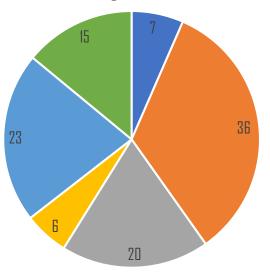
NFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA

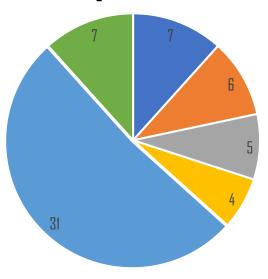


- Prep appointment time
- Checking History
- Chasing pathology/scan reports
- Conferring with others
- Care Planning /Education
- Post appointment documentation

Pre-POPN triage (106 min)



POPN triage (59 min)



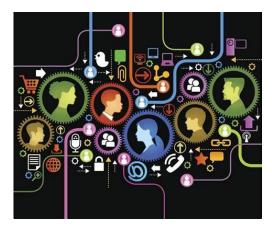


MEDINFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA



- Midwives know where improvements are needed
- Midwives know what is workable processes / procedures
- Midwives are excellent to liaise and collaborate with:
 - Digital technology providers
 - Health professionals
 - Consumers





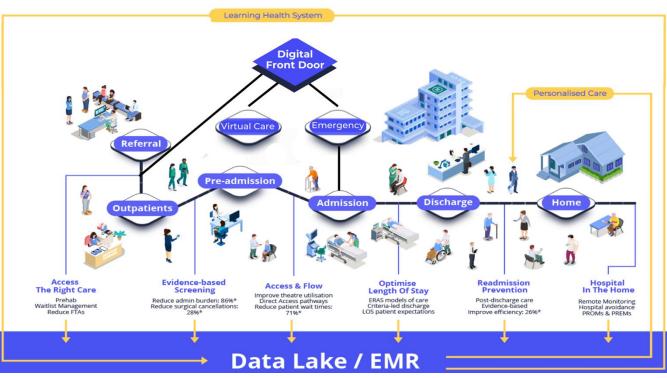


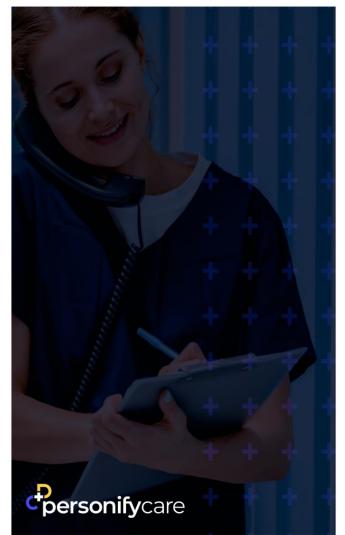
- 96% patient acceptance (n=5341)
- 37% reduction in appointment duration
- 60% + increase in accessing health information
- 31% increase in time available with midwife on high value care
- Improved patient access / increased availability of appointments
- Reduced patients booked into the wrong appointment (previously 25-30%)





Accelerate Digital Transformation





Smarter Safer Patient Care

+10.1 Million Patient Interactions +8.4 Million Patient Risks Screened

+91% Response Rate

Trusted by leading health providers:



personifycare.com

Royal

Adelaide

Hospital

Connect patients with the best possible care

>>> personifycare.com

