



Northern Adelaide Local
Health Network



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

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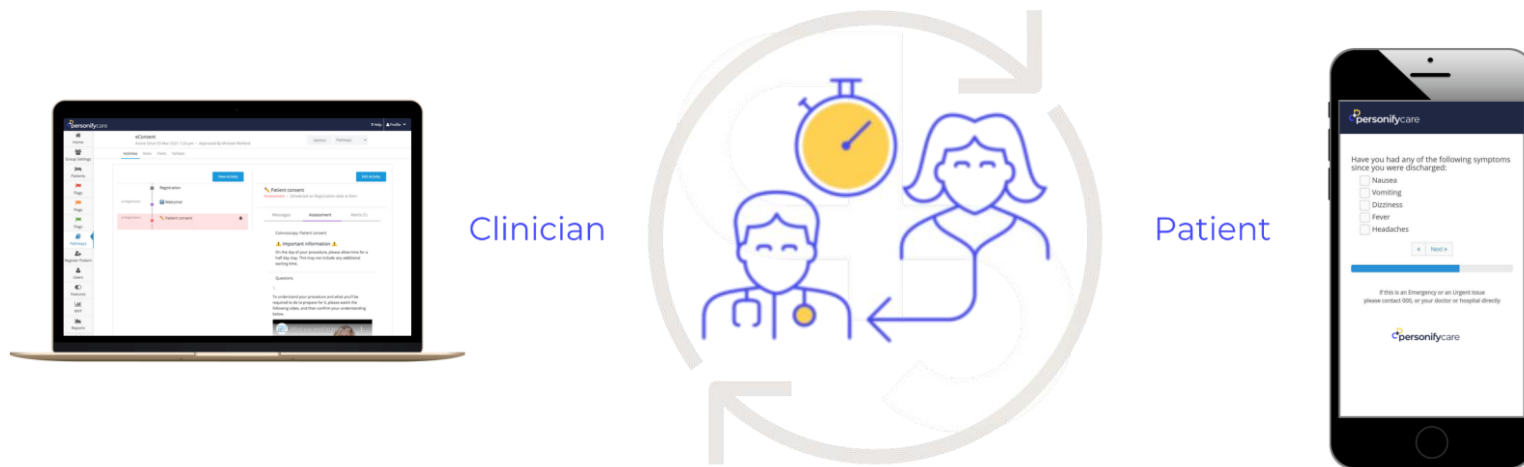
RNRM Customer Success Manager | *Personify Care*

Acknowledgement of Traditional Owners



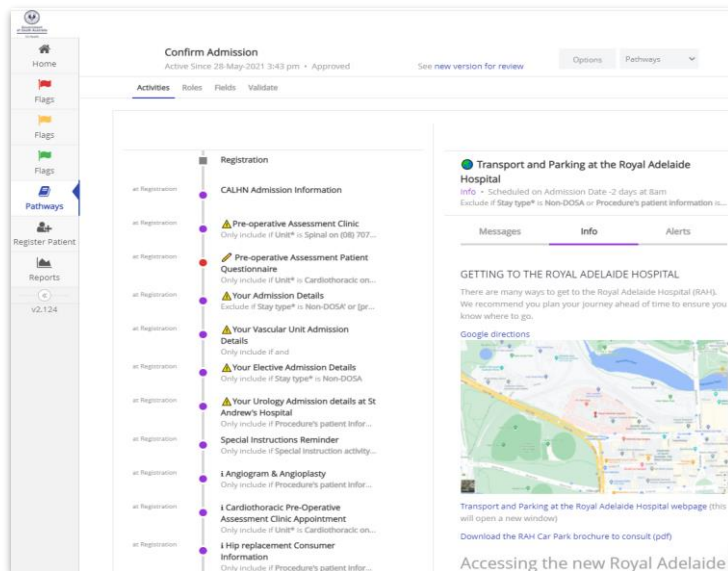


Connecting patients to the best possible care





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



Northern Adelaide Local Health Network

(NALHN)

- 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



Lyell McEwin Hospital



Modbury Hospital



Background

73%

of our consumers never read the NALHN antenatal booklet

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

0%

use the handouts provided

66%

of consumers will google search if they have questions

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



Aims

- 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



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



New Roles

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



Major Challenges

- 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



New Roles

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

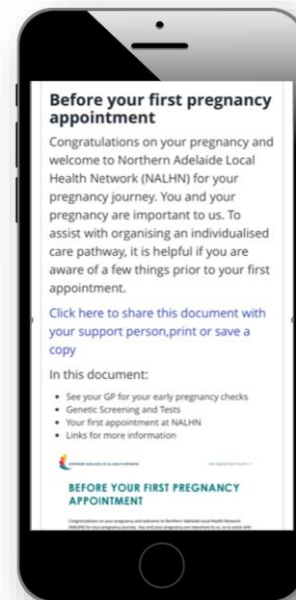
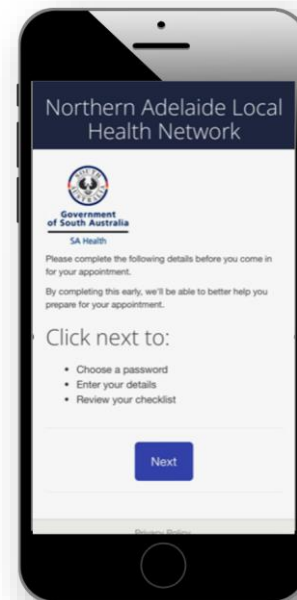




Process

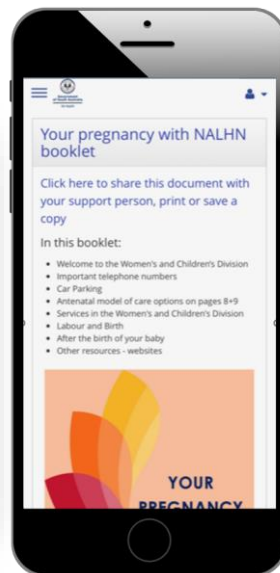
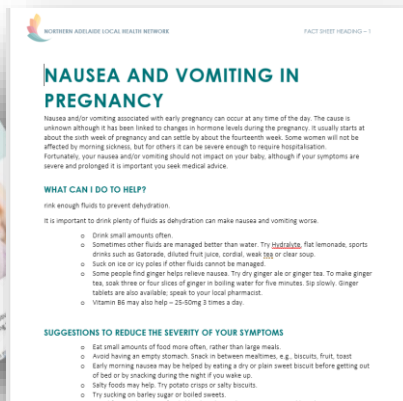
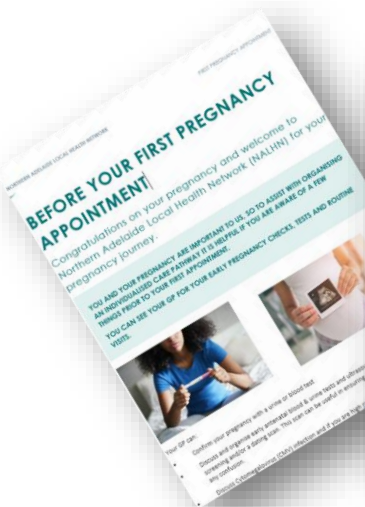
Registration on POPN

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





Education Pathway



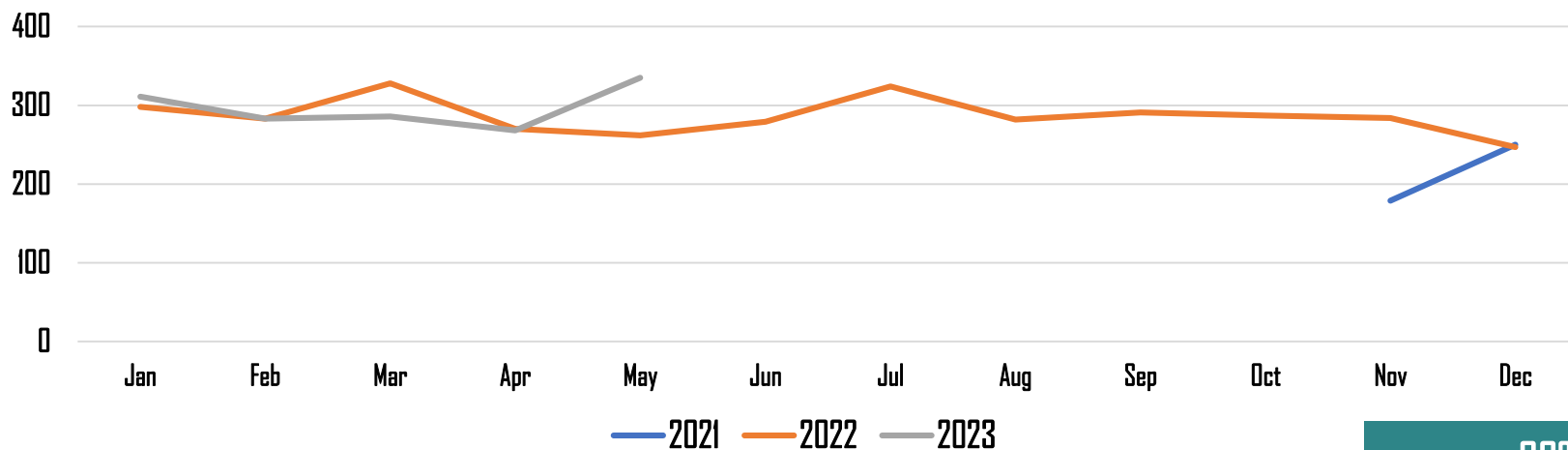
Expected due -30 weeks	<p>Omega 3 Screening Only include if Education schedule start ...</p>	✉
Expected due -30 weeks	<p>First Trimester Screening Only include if Education schedule start ...</p>	
Expected due -30 weeks	<p>Nausea & vomiting in pregnancy Only include if Education schedule start ...</p>	
Expected due -30 weeks	<p>GP Shared Care Schedule of Visits Only include if GPSC is GPSC</p>	
Expected due -30 weeks	<p>The Northern Aboriginal Birthing Program (NABP) Only include if NABP is NABP</p>	
Expected due -28 weeks	<p>Having your baby at the LMH booklet</p>	✉
Expected due -28 weeks	<p>Pain and bleeding in early pregnancy Only include if Education schedule start ...</p>	
Expected due -27 weeks	<p>COVID-19 Vaccines in Pregnancy</p>	✉
Expected due -27 weeks	<p>i Breast milk is the best food for your baby</p>	
Expected due -26 weeks	<p>Vaccinations in pregnancy Information</p>	✉
Expected due -26 weeks	<p>Northern Links</p>	
Expected due -25 weeks	<p>Perinatal Mental Health - PANDA</p>	✉
Expected due -25 weeks	<p>LMH Antenatal Classes Only include if Appointment site is Lyell ...</p>	
Expected due -25 weeks	<p>MH Antenatal Classes Only include if Appointment site is Modb...</p>	



Registrations- 22 Nov 2021 – 31 May 2023

POPN Registrations

Total = 5,341



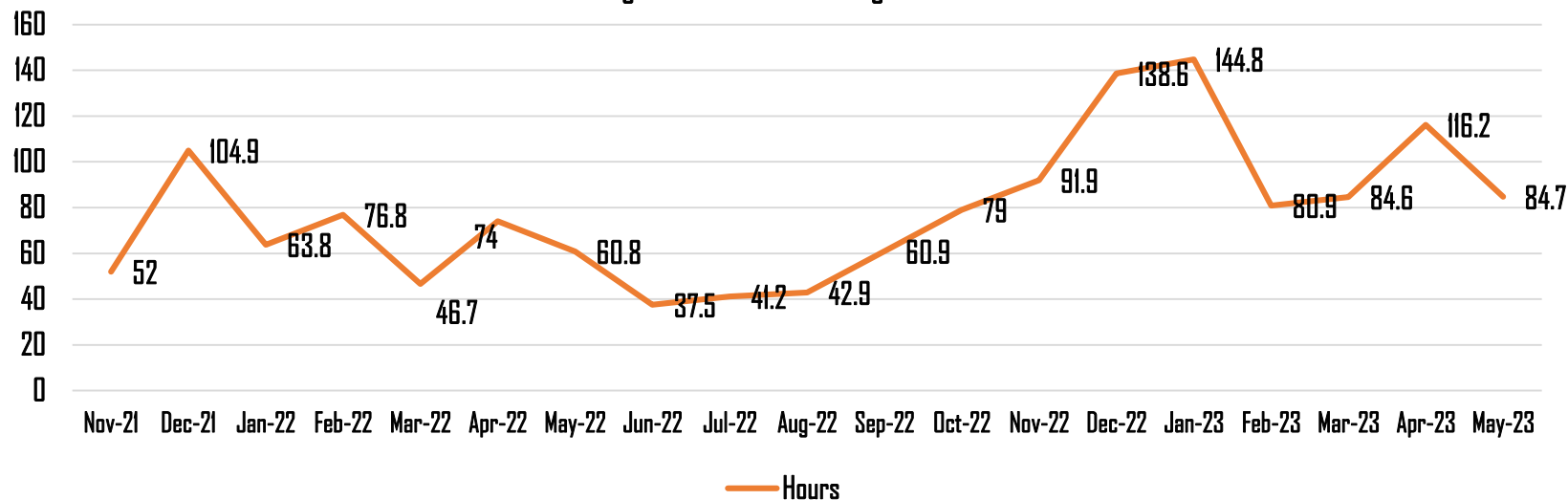
96%
acceptance rate



Vetting Midwife (3 days / week)

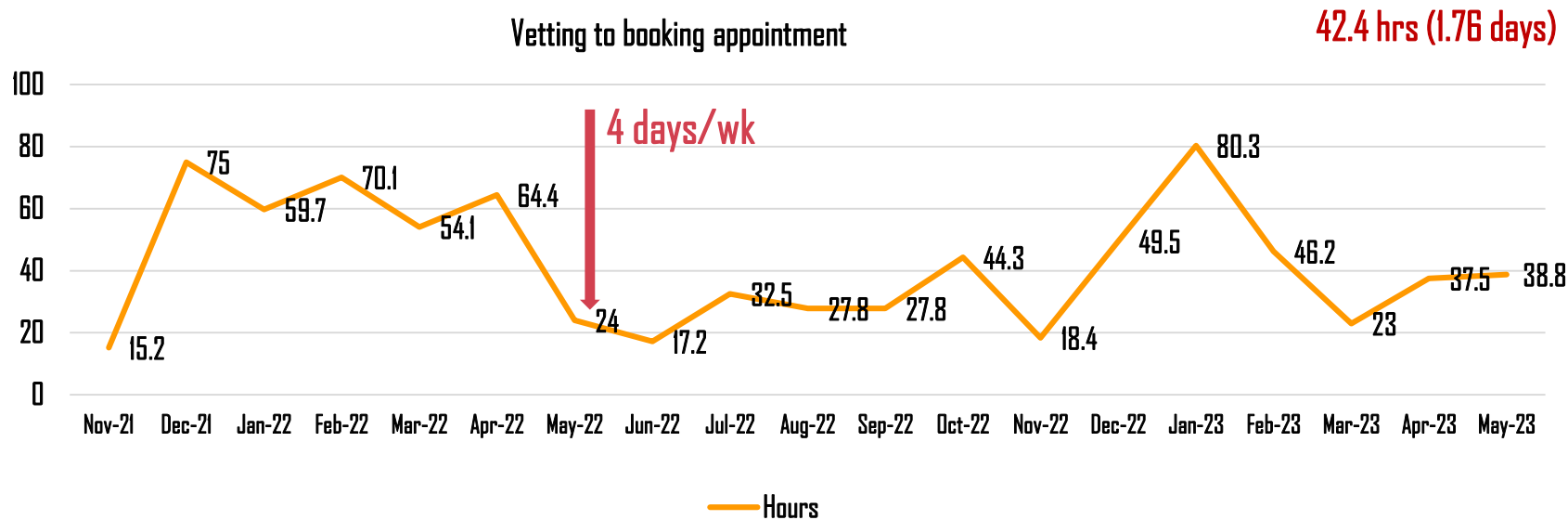
77.9 hrs (3.25 days)

Vetting time from time of registration





POPN Admin (3 - 4 days / week)

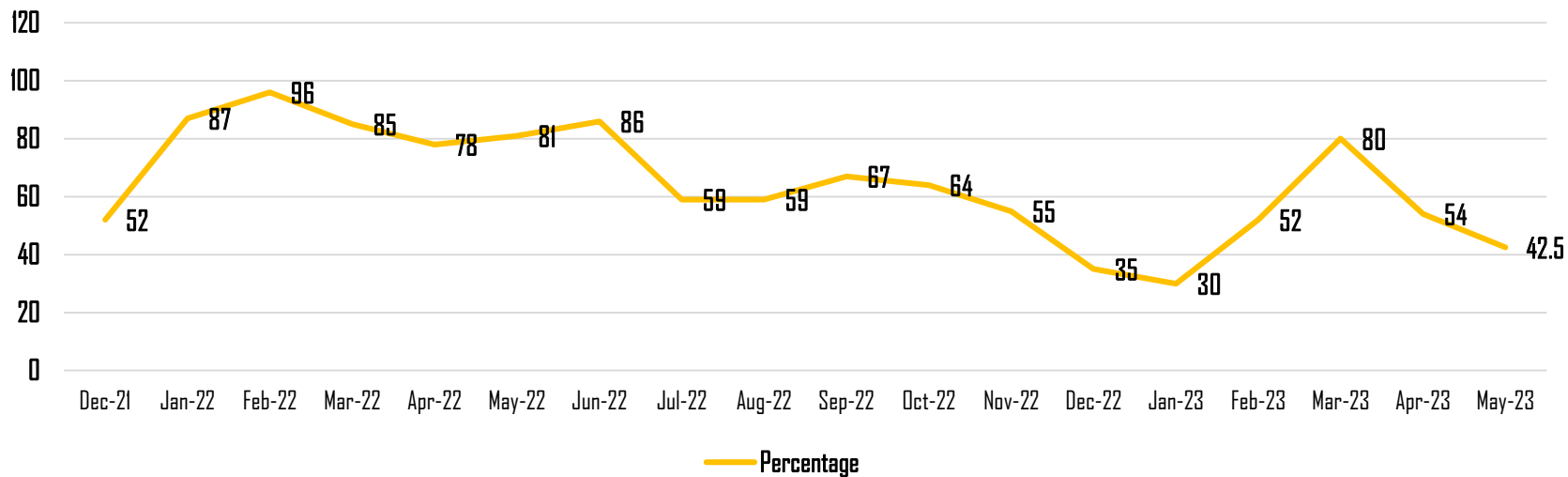




Registration to Booked Appointment

Registration to appointment booked within 10 days

68%





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%).



Triage Appointments

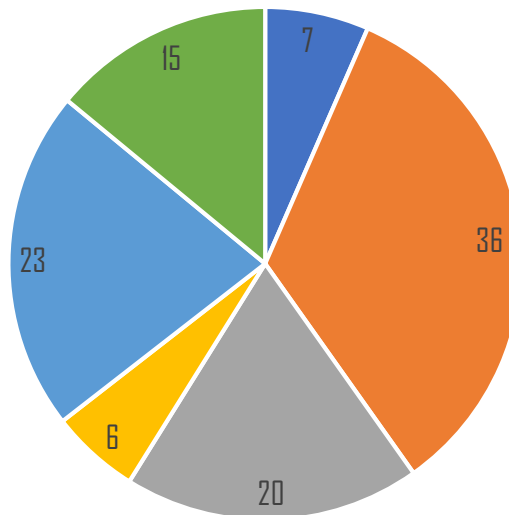
- ↓ Triage appointments reduced by an average of **45 min** (2 hours to 1.25 hours)
- ↓ Average **12 minute reduction** in time spent with the woman
- ↑ Average of **8 more min** spent discussing the model of care and education
- ↑ **More appointments available** for increasing bookings (No backlog)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



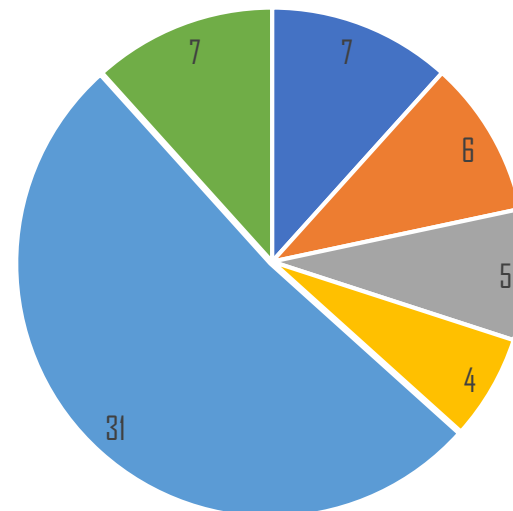
Triage Appointments

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

Pre-PPN triage (106 min)



PPN triage (59 min)





Why Midwifery Led?

- 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



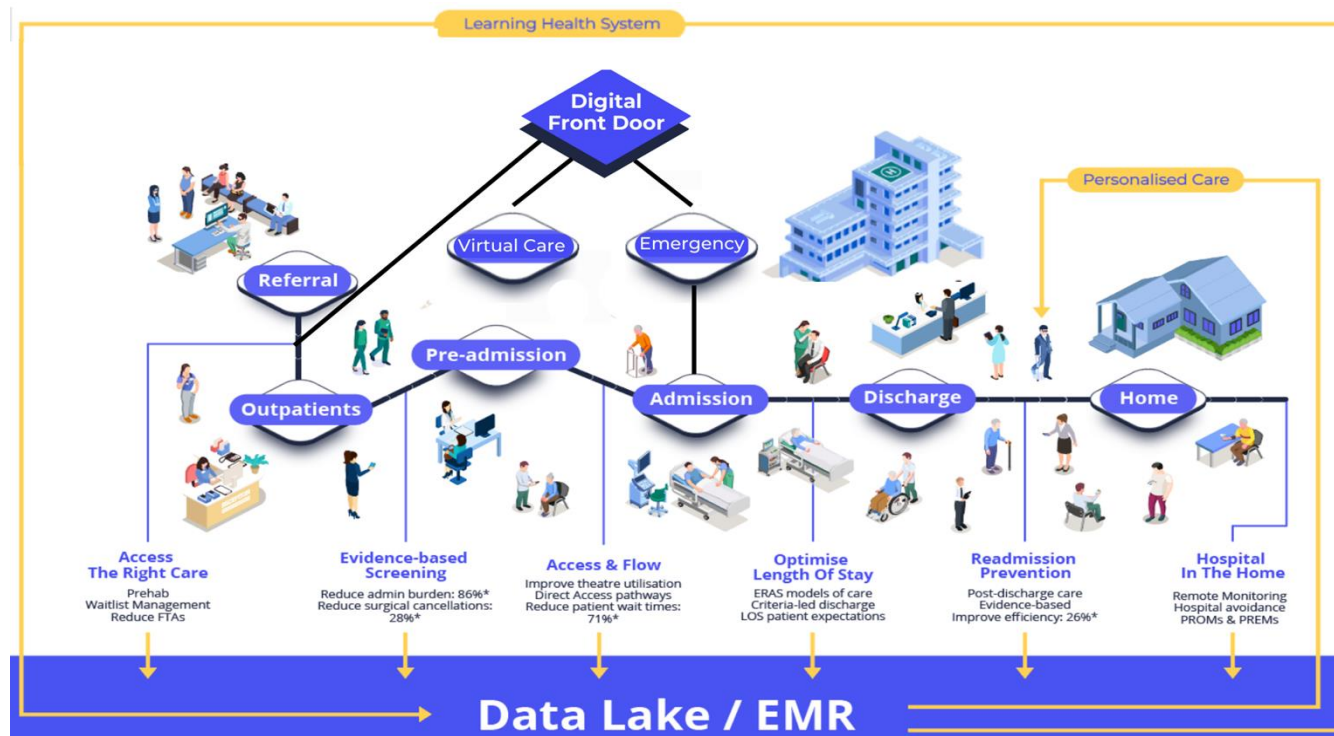


Results

- **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:





Connect patients with the best possible care

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