

New Thinking for Old Problems: Transforming into a Networked Model for Sustainable Maternity Care in a Regional Health Service

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In Central Queensland Hospital and Health Service we have established a Maternity Care Network to provide a coordinated, collaborative and integrated model for delivering safe, sustainable obstetric care closest to home for our mothers and babies.

OUR CHALLENGE:

The aim of our maternity services is to achieve the safe provision of care for mother and baby, as close as possible to home. However, nation-wide shortages of Obstetric and Gynaecology Specialists has led to significant impacts on maintaining sustainable workforce levels in regional hospitals.

Why a 'Networked' model?

Patient's health outcomes suffer when health care services are fragmented and when providers are siloed and lack opportunities and support for continued learning and development.

A networked model:

- Purposefully and effectively interconnects service delivery touch points within a specific catchment area
- Creates continuity in patient care and fills critical service gaps
- Improves efficiency, coordination and quality of health care, and reduces waste
- Creates a structure and culture that prioritises patient centred care and increases collaboration
- Improves relationships and establishes shared responsibility for health outcomes

Ref 1: Carmone, A.E. et al. *Developing a Common Understanding of Networks of Care through a Scoping study. Health Systems and Reform. Volume 6, 2020 – Issue 2*

WHAT WE DID:

CQHHS undertook clinical redesign of maternity services across our geographically diverse health service to establish a single Maternity Care Network. Through engagement with key stakeholders, we developed a patient-centred framework underpinned by the core principles of: Culture; Governance; Health Equity and Quality & Safety. The MCN was mobilised through the key enablers of: Workforce Wellbeing, Model of Service Delivery and Communication and Engagement.

HOW WE GOT THERE: OUR MOBILISATION PLAN



WHAT WE HAVE FOUND:

The initial benefits include:

- Network-wide, three-tier governance structure with a single point of accountability
- Identified and addressed variations in service delivery
- Shared workforce and clinical equipment
- A comprehensive workforce wellbeing & development strategy
- Improved peer support and collaborative service relationships with improved communication channels

KEY SUCCESS FACTORS:

1. Putting the patient at the centre with seamless transitions across the entire pregnancy journey



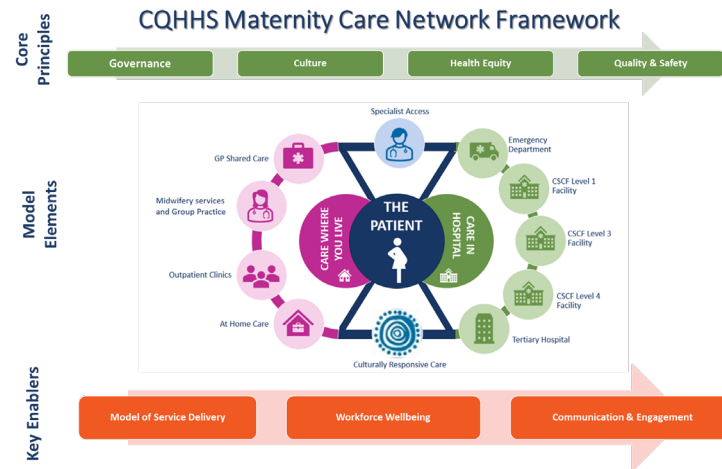
2. A strong focus on workforce wellbeing including key elements:



3. Authentic and extensive communication and engagement with all relevant stakeholders



Formal evaluation to be undertaken in April 2023.



OUR AIM:

The establishment of the CQHHS Maternity Care Network:

- Interconnects services to create continuity in patient care and fill critical service gaps
- Improves efficiency, coordination and quality of care
- Creates a structure and culture that prioritises patient-centred culturally responsive care
- Improves collaborative relationships and shared responsibility for health outcomes