

Poster Session
HRT1404 – Paediatric Group
Meeting

Melbourne 13th March 2014



Child Protection Service Clinic Coordination

Hospital Code Apollo

Problem – Ineffective Use of Clinic

- ▶ Guardianship Of the Minister (GOM)
- ▶ Medical GOM Clinic Feedback
- ▶ Poor Attendance Rates
- ▶ Number of Repeat Visits
- ▶ Lack of History
- ▶ New Carer Unable to Provide History
- ▶ Third Party – Transparency /Process /Documentation
- ▶ No Funding for Innovation

Aim of Coordination

- ▶ Medical Assessment within 3 Months
- ▶ Burden for Child and Carers
- ▶ Understand Complexity of Each Service
- ▶ Improve Attendance at Clinics
- ▶ Requirements for GOM Clinic Coordination
- ▶ Define Processes and Communication
- ▶ Trail Pre Clinic Assessment Proforma

Baseline Data

- ▶ Impact of National Child Protection Framework
- ▶ Clinic Attendance Rates
- ▶ Reports from Paediatrician's
- ▶ Data Gap – Number within Region vs Number Referred
- ▶ Statewide GOM Population and Clinic Data.

Changes Implemented

- ▶ One Bite of the Elephant!
- ▶ Nurses EA – CN – 0.2 FTE
- ▶ Collaboration – Proforma – Statewide
- ▶ Stakeholder Communication Processes
- ▶ Tracking Communication with Carers
- ▶ Preparation for Clinic Appointment
- ▶ Referral Processes and Ongoing Plan

Outcomes

- ▶ Early Days
- ▶ KPI time lines DNA/ Repeat visits/ no of referrals
- ▶ Align Capability and Development with Statewide Review
- ▶ Clarity and Scope of Services
- ▶ Align to Business Case – Build

Lessons

- ▶ Collaborate with Colleagues
- ▶ Information Sharing
- ▶ Working within Industrial EA
- ▶ Stats Data Easy to Collect
- ▶ Qualitative Assessment of Carers – more difficult
- ▶ Next Piece of the Elephant

Contacts

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