



transforming your experience



Improving Patient and Staff experience through the delivery of compassionate, quality, safe, evidence based person centred care in the Bankstown Child and Family Health Team

Introduction

Bankstown LGA has approximately 2500 births a year and approximately 250 of these are developmentally vulnerable.



The approach

For women who are identified as having a vulnerability contact is made and assessment completed. Examples of identified vulnerabilities include Child Protection, Psychosocial, attachment and breastfeeding issues, Domestic Violence or Drug and Alcohol misuse. These families will be identified as needing a clinic or home visit with the intention of offering the program.

BEST PP

Bankstown Early Support and Transition Parenting Program

Parenting Program, offering Short, Medium and Sustained Packages. Packages are determined by the vulnerability and parent capacity to participate in the program. Packages are flexible and the nurse works in partnership with the family and it is a strength and goals based program.



The child and family health nurse provides a schedule of dose related visits tailored to the needs of the parent and infant.

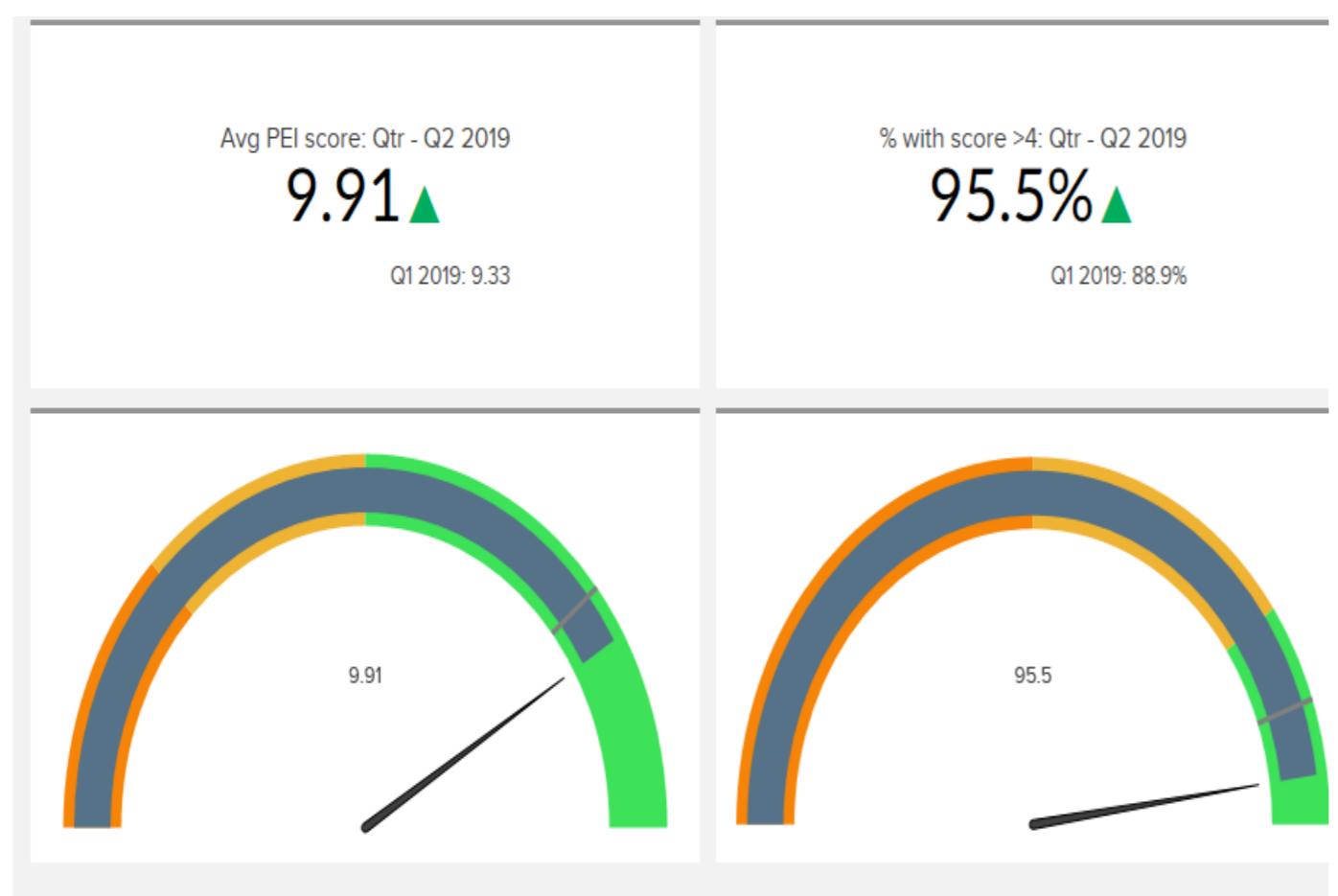


The program "Learning to Communicate" is followed. It was developed to provide parents education to understand communication development of children 0-12 months, and how they can encourage their baby's development.

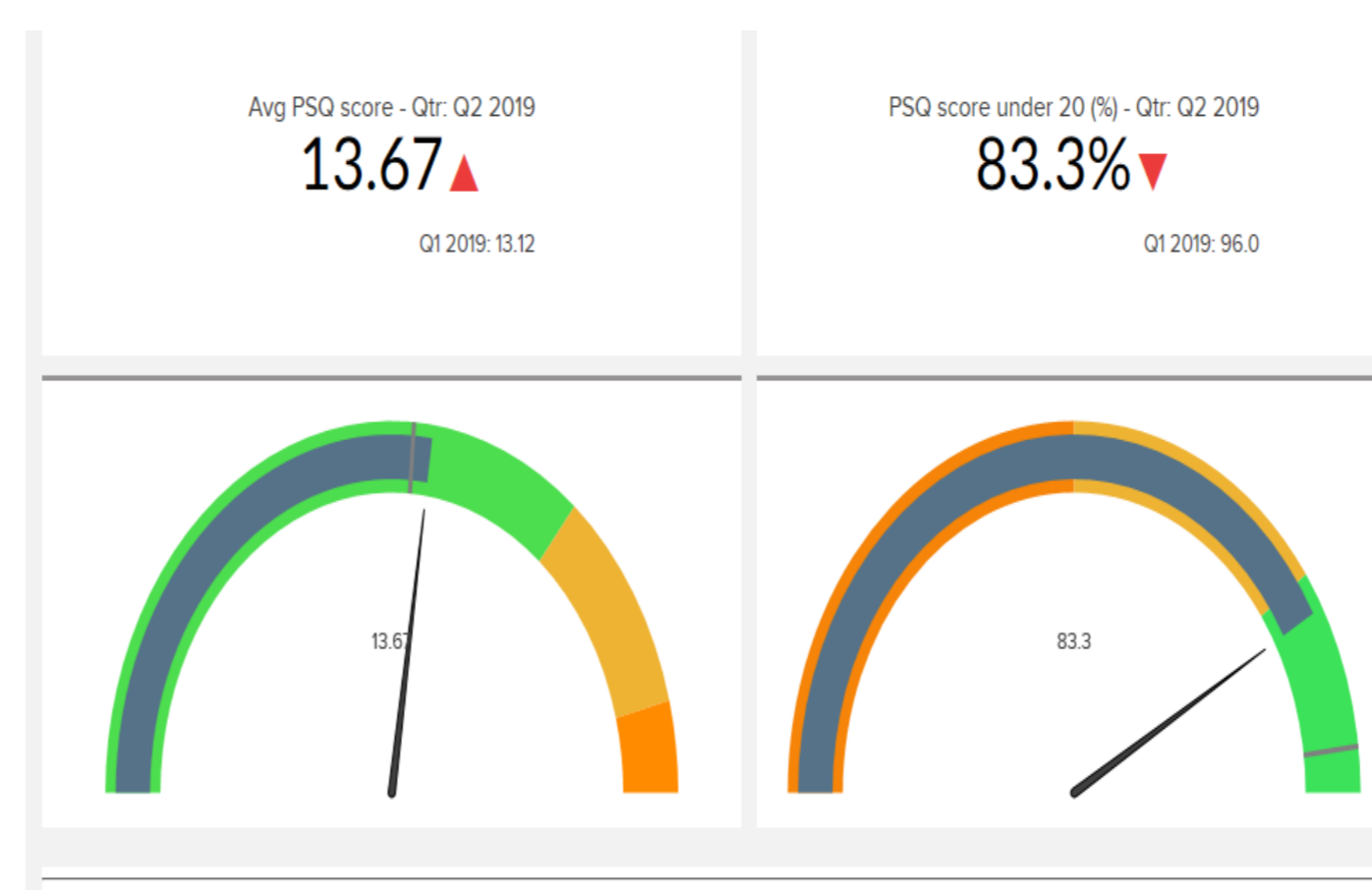
EVALUATION

Patient Enablement Index (PEI)

This is the Data from the PEI tool that measures the extent to which the program enabled the parent to feel confident and able to care for themselves and their baby.



Parent Satisfaction Questionnaire (PSQ)



This is the data from the PSQ tool used through out the program to measure parent general satisfaction and satisfaction around accessibility, convenience, time spent and CFHN communication and interpersonal skills.

Parent Feedback

"I love it, I love everything about it, I would recommend it to any young mum or family that are too shy to ask questions or don't want to look stupid.!"



Nursing Feedback

"Like being able to support parents with on going support when needed and seeing them improve parenting skills and increase in their confidence"



Conclusions

The program has been rolled out in the Bowral Child and Family sector and there are plans for roll out to all other sectors across the LHD

Opportunities for Improvement

- To capture more clients ante-natally and start the program at about 30 weeks gestation, to provide opportunities to discuss goals and expectations prior to having the baby.
- New HOME inventory form being rolled out which is shorter and more relevant to the ages of the infants.
- Consider validation of the questions of the PEI and PSQ being culturally appropriate

Acknowledgements:
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