

CONTINUITY OF CARE MODEL

Bringing back the focus of continuity, for the benefit of
the City of Casey Community.

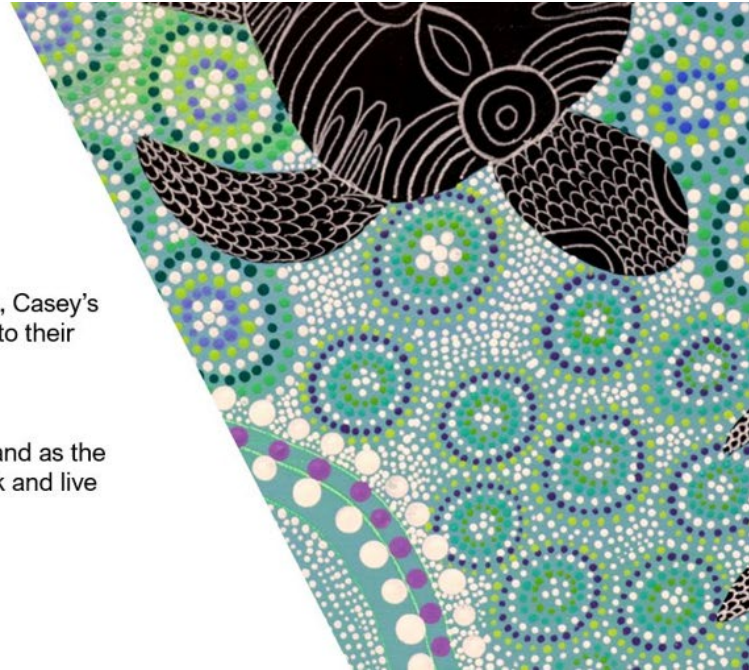
Acknowledgement of Country

ACKNOWLEDGEMENT OF COUNTRY

The City of Casey proudly acknowledges the Traditional Owners, Casey's Aboriginal communities, and their rich culture and pays respect to their Elders past, present, and future.

We acknowledge Aboriginal people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we work and live

Artwork by Heather Kennedy, Casey Aboriginal community member.



City of Casey MCH Service.



- Universal MCH
- Enhanced MCH
- First Time Parent's Groups
- Sleep and Settling
- Lactation
- Outreach

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AIM: To increase the family's engagement by improving the experience with MCH.



HOW: Consistent interactions between the family and the same Maternal and Child Health Nurse.



WHY: Better outcomes for children and their families and job satisfaction for staff.



WHY FOCUS ON CONTINUITY OF CARE?

STRATEGIC ALIGNMENT

More
Connected

Whether we are talking about connecting people to places, or Council and community, we know that connection is important to our community.

Bold

We will become more innovative in embracing change and exploring opportunities that create services for our community, while building a sense of pride.

Resilient

To be a great city long into the future, we will become even more adaptable in how we respond, creative in how we evolve our economy, and sustainable in how we use our resources.

**CITY OF CASEY
CHILD, YOUTH AND FAMILY STRATEGIC
SERVICE PLAN GOAL:**

Work collaboratively to support better outcomes for children, young people and families.

WHAT CCM LOOKS LIKE FOR CITY OF CASEY MCH

CCM is a change in the way that the MCH service make their Key Age and Stage (KAS) appointments, focusing on the:

- Home Visit
 - 2 weeks
 - 4 weeks
 - 8 weeks



Why is it important for you to have the same nurse?

"Don't have to repeat concerns to someone new. Friendly face when feeling overwhelmed"

"Consistency"

"Much more comfortable to talk to the same person over the growth period of baby. Feel more connected to the person. And we are happy with the nurse we got"

"I can gain trust"

"So that we have consistency and someone who knows our baby as first-time parents"

"Continuity of care and building rapport"

"Continuity of care is very important to me. Establishing a relationship with someone who is caring for my child and family"

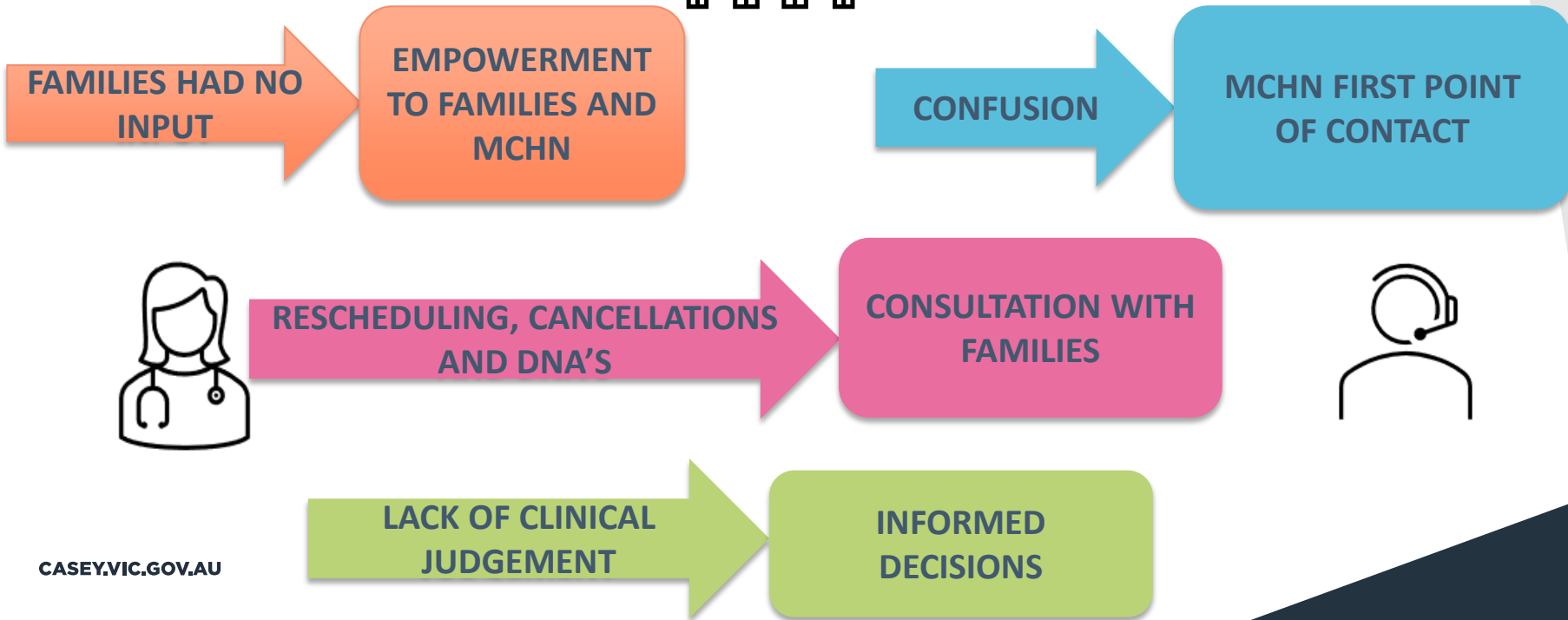
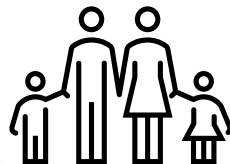
"I like that they know us as a family from the home visit"



City of
Casey

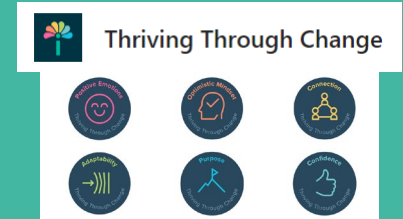
LIVING
OUR
CASEY
VALUES

PREVIOUS ISSUES AND HOW WE AIMED TO RESOLVE THEM



IMPLEMENTATION

- Process review.
- Communications to staff and key stakeholders.
- Dedicated SharePoint page and resources.
- Weekly MS Teams information and education sessions.
- Staggered rollout across the service.
- Support from peers, Change Management, Business Operations, Communications team, and CYF Management.
- Additional administration time and process support.
- “Thriving Through Change” sessions.
- Employee Assistance Program (EAP) offered to all staff.



CCM – OUR NEW BUSINESS AS USUAL

EVALUATION:
- HOW WELL IS CCM WORKING?



BENEFITS:
- GOOD OUTCOMES OUR COMMUNITY



CHALLENGES:
???



FUTURE PLANS:
- WHERE TO FROM HERE?





CELEBRATION!

