The Victorian journey of the pandemic -Telehealth in MCH Practice

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Victorian maternal and child health services







Birth Notifications **77,882**

Total # Children (0-6 yrs) 463,724 Total KAS consultations 617,062



KEY EVENTS

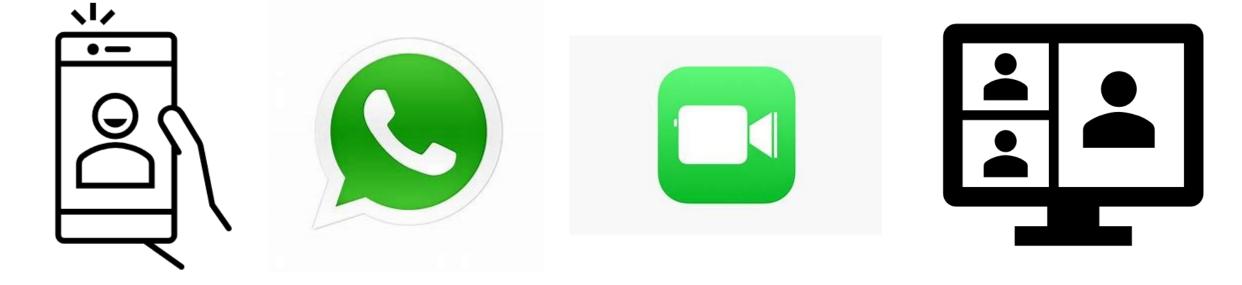
Lockdown 1

TIMELINE MCH SERVICE DELIVERY DURING COVID-19 PANDEMIC

Mar 30 – May 12 2020 Lockdown 2 July 8 – Oct 27 2020 Lockdown 3 12 Feb – 17 Feb 2021 Lockdown 4 27 May – 10 June 2021	 Wave 1 State of Emergency declared Telehealth introduced Online consultations First Time Parent Groups online PPE shortages reduces F2F consultations 		 Start reopening Regional/Rural resume standard length consults all age groups Metro All infants 0-8 weeks and priority groups – short F2F consultations gradual move to resumption for all mid October with easing restrictions 		 Circuit Breaker COVID 19 – Code Red All infants 0-8 weeks and priority groups – short F2F consultations F2F – COVID screening Schools closed Eye protection added to PPE Respiratory Protection Program commenced for MCH 		 MCH Surge Response Code Brown for health services Leave cancelled, redeployment of staff to meet oritical need Prioritised service in Metro MCH All infants 0-8 weeks and priority groups Some MCH nurses redeployed to some Maternity services LGA to LGA MCH service support 	
	March 2020	July 2020	Sept 2020	Feb 2021	May 2021	August 2021	Jan 2022	March 2022
Lockdown 5								
15 July – 27 July 2021		Wave 2		Delta Wave		Omicron Wave		New Normal
Lockdown 6 5 Aug – 21 Oct 2021 MCH COVID 19 Surge Response 28 Jan – 11 Mar 2022	 All infants 0-8 wes priority groups consultations Differences in ser across Metro and Regional/Rural and Tier 1 PPE require Groups limited to 4 sqm rule 		– short F2F ervice delivery nd aveas ijed	short F2F • COVID screenin plans • All infants 0-8 v priority groups eas consultations d • Telehealth for a		weeks and consultations s-short F2F • Restricted F2F • COVID Respons all others • Staff shortages ort F2F • curfews in place		 Most MCH services return to full-service delivery PPE & screening requirements remain



Impact - restricted service delivery





Introduction of Health Direct



healthdirect is a purpose-built suite of services, tools and resources which enable telehealth video consultations between clinicians to patients, and clinicians to clinicians. It is available to Victorian publicly funded health services at no cost, through the support of the State Government of Victoria.



Rapid Review - What did we hear?

Sector	Families
 More confident with phone consultations than videolink 	 Preferred videolink over telephone
 Concerned about being able to safely assess for family violence & developmental outcomes for 	 Preferred face to face over videolink or telephone
preschoolers	 Wanted to have the option



What does the research say

There is currently there is no understanding of the impact or efficacy of this model of care.

Nor is there a comprehensive evidence base for this practice.

Families tend to be more excepting than health professionals initially



On reflection - what have we learnt?



Telehealth guidelines for Maternal and Child Health services

OFFICIAL



practice model model of care workforce stress embedded covid-19 access proud compassion offers of support research ngage Q engagement tele ppe maternity response ability crisis willingness oractice donning and doffing covid positive telehealth guidelines



Thank you

