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| Appendix 3  |
| Maternal and Child Health (MCH) Action PlanApril 2022 |
| OFFICIAL |

Contents

[Purpose 2](#_Toc100754853)

[Action Plan 3](#_Toc100754854)

[Issues 3](#_Toc100754855)

[Implementation strategies 4](#_Toc100754856)

[Risk assessment 8](#_Toc100754857)

[Agreement 8](#_Toc100754858)

# Purpose

The purpose of this document is to provide an example of an Action Plan template. An Action Plan will support services with extreme workforce issues, to identify and agree workforce and service delivery strategies to support the return of universal MCH service delivery to all age groups and meet the needs of the local community.

The Action Plan includes:

* **Issues**
* **Implementation strategies** including objectives and performance measures to address identified issues
	+ Workforce strategies (ongoing and time limited)
	+ Time limited alternate service delivery models
	+ Communication to staff and community
* **Risk Matrix**
* **Agreement**

# Action Plan

## Issues

|  |  |
| --- | --- |
| Issues | Comments |
| 1 | Insert into this section the current situation and issues which you would like to resolve  |
| 2 | (e.g., The MCH Service has X percent deficit in clinical workforce. On a prioritised service delivery, the service can only provide universal service to 0-4 months with a prioritised service delivery for children older than 4 months. The service requires an additional 5FTE to enable universal service delivery to all age groups. |
| 3 | (e.g., The MCH service will need to implement time limited alternative service models to meet the needs of the local community until FTE capacity is established). |
| 4 | (e.g., Changes to service delivery capacity, workforce strategies and the need to implement time limited alternative service models require a communication strategy to:* staff
* clients and local community)
 |
| 5 | Undertake risk assessment of Action Plan |

## Implementation strategies

### Workforce strategies (ongoing and time limited)

#### Strategy for achieving workforce objectives

| Objectives | Measurement of success | Step by Step Plan | Due Date | Name | Outcome |
| --- | --- | --- | --- | --- | --- |
| Insert into this section the objectives which you would like to achieve based on the issues listed above | Insert into this section the measurements which will be used to assess whether the objectives have been successfully achieved | 1. Break down each objective into clear and ordered steps which need to be taken to achieve the objective that you have set.
 | Insert here the date by which each step should be completed | Insert the person(s) responsible for completing each step |  |
| b. |  |  |  |
| c. |  |  |  |
| Recruitment - Increase permanent MCH nurse positions by 5 FTE  | (e.g., FTE increased by X FTE) | 1. Recruitment as per organisational policy
 |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Student and graduate programs* Support x students and x graduates per year
* Provide x (number) student bursaries of $X value per year
* Offer students and graduates ongoing positions
 | e.g.(Number of students supportedNumber and FTE of graduates supported Number of bursaries provided to studentsNumber and FTE of ongoing positions offered) |  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Time limited alternate service models

#### Strategy for achieving time limited alternate service models

| Objectives | Measurement of success | Step by Step Plan | Due Date | Name | Outcome |
| --- | --- | --- | --- | --- | --- |
| Insert into here each of the objectives which you listed above | Insert into this section the measurements which will be used to assess whether the objectives have been successfully achieved | Break down each objective into clear and ordered steps which need to be taken to achieve the objective that you have set. | Insert here the date by which each step should be completed | Insert the person(s) responsible for completing each step |  |
| Implement 0–8-month prioritised service delivery from X date for a period of X weeks. | (e.g., Implement appropriate level of a prioritised MCH service delivery based on staffing capacity of the MCH service) | 1. Adjust centre calendars to reflect 0-8 months prioritised service for X weeks
 |  |  |  |
| 1. Communicate decision to staff and clients
 |  |  |  |
| 1. Review level of prioritised service delivery based on FTE capacity and increase to next level/s
 |  |  |  |
| Engage in a negotiated purchase arrangement with other MCH services | (e.g., MCH Service from x date to x date have provided a 0–8-month prioritised service delivery. From x date FTE increased by X FTE and prioritised service delivery has increased to 0-2 years) | 1. Seek potential MCH service provider support from the MAV
 |  |  |  |
| 1. Utilise MAV template to enter arrangement and sign off
 |  |  |  |
| c. |  |  |  |
| d. |  |  |  |
| (e.g., Engage in a negotiated purchase arrangement with other MCH services to provide increase MCH hours – this can include face to face and/or telehealth service delivery and/or MCH leadership hours for coordination/mentoring of staff) | e.g.,* (Negotiated purchase arrangement entered with 3 other MCH service providers
* Supporting MCH services providing telehealth for
	+ New parent groups
	+ 2 year and 3.5-year KAS consultations (telehealth component with physical assessment attended by local MCH service)
	+ Mentorship/clinical supervision for students and graduates)
 |  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Communication strategy

#### Strategy for achieving a successful local communication strategy

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objectives | Measures of Success | Step by Step Plan | Due Date | Name | Outcome |
| Insert into this section the objectives which you would like to achieve based on the issues listed above  | Insert into this section the measurements which will be used to assess whether the objectives have been successfully achieved  | Break down each objective into clear and ordered steps which need to be taken to achieve the objective that you have set. | Insert here the date by which each step should be completed | Insert the person(s) responsible for completing each step |  |
| (e.g., Communicate MCH service capacity and prioritised level of service delivery to staff and involve staff in the development of the services Action Plan). | (e.g., MCH service capacity, planning and implementation of Action Plan presented and discussed at team meetings) | 1. Service capacity communicated to staff at weekly team meetings
 |  |  |  |
| 1. Services Action Plan developed in partnership with staff
 |  |  |  |
| (e.g., Communicate MCH service capacity and interim alternate service arrangements to local community and other service providers) | e.g.,(MCH service capacity and time limited alternate service arrangements communicated to local community and service providers) | 1. Inform community of service provision on council website
 |  |  |  |
| 1. Inform other local service providers of MCH service capacity and interim arrangements
 |  |  |  |

# Risk assessment

Utilise councils risk assessment matrix to measure current and mitigated risk levels of the Action Plan.

# Agreement

The Action Plan requires agreement from the Director, Maternal & Child Health and Early Parenting, Department of Health

Agreed by:

Camilla Macdonell

Director, Maternal & Child Health and Early Parenting

Community Based Health Services, Policy and Improvement

Commissioning and System Improvement Division

Department of Health | 50 Lonsdale Street, Melbourne Victoria 3000

Date:

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