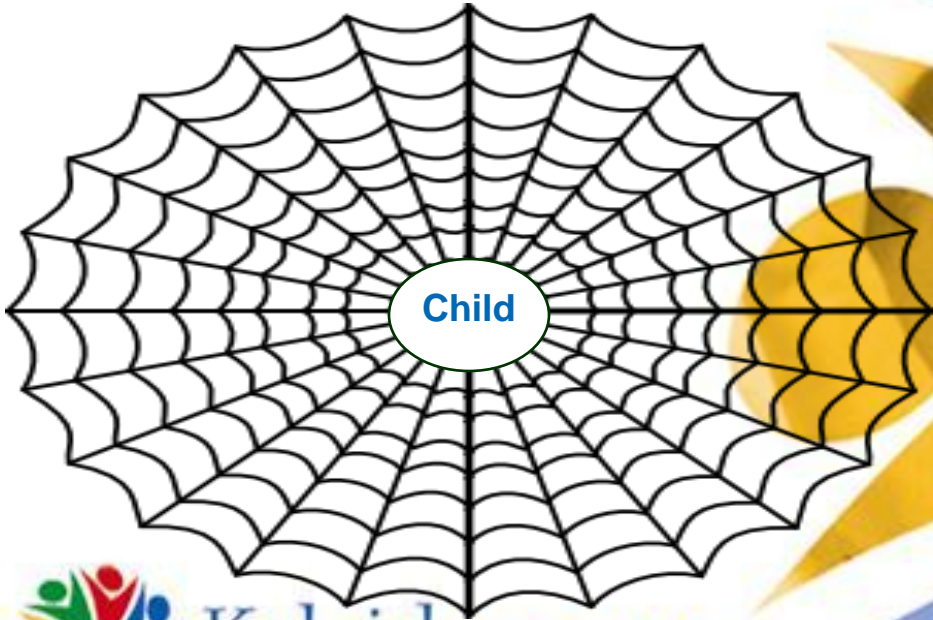


Spinawebs:

How we can work together to improve client engagement and ensure best health outcomes.



The Spina Bifida Service

Part of The Paediatric Rehabilitation Service within Kaleidoscope.

A clinic is held once a month and follow up interventions and therapy, home and school visits are conducted as required.



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-
- The Spina Bifida Service based in Newcastle has provided specialist assessment and complex care management for children and their families living with Spina Bifida or other neural tube defects for over 15 years.
 - The clinic occurs on the 3rd Friday of every month and is regularly attended by children and young people from the Northern Child Health Network.



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The area we cover



The Clinic

- The clinic is usually based at John Hunter Children's Hospital
- A multi disciplinary assessment is conducted.
- There is an opportunity to see specialists as required
- Follow up is usually conducted in a community setting and can involve a number of professionals



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Team

- The Spina Bifida Service within the Kaleidoscope Paediatric Rehabilitation Service consists of:
 - Paediatric Rehabilitation Specialist
 - Paediatric Rehabilitation Fellow
 - Clinical Nurse Specialist
 - Occupational Therapist
 - Physiotherapist
 - Social Worker



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Identified need for change:

- It was identified that a number of clients were not attending clinic on a regular basis.
- Clients were presenting with acute issues that could have been addressed if a review at clinic had occurred.
- Clients and families were falling through the gaps.



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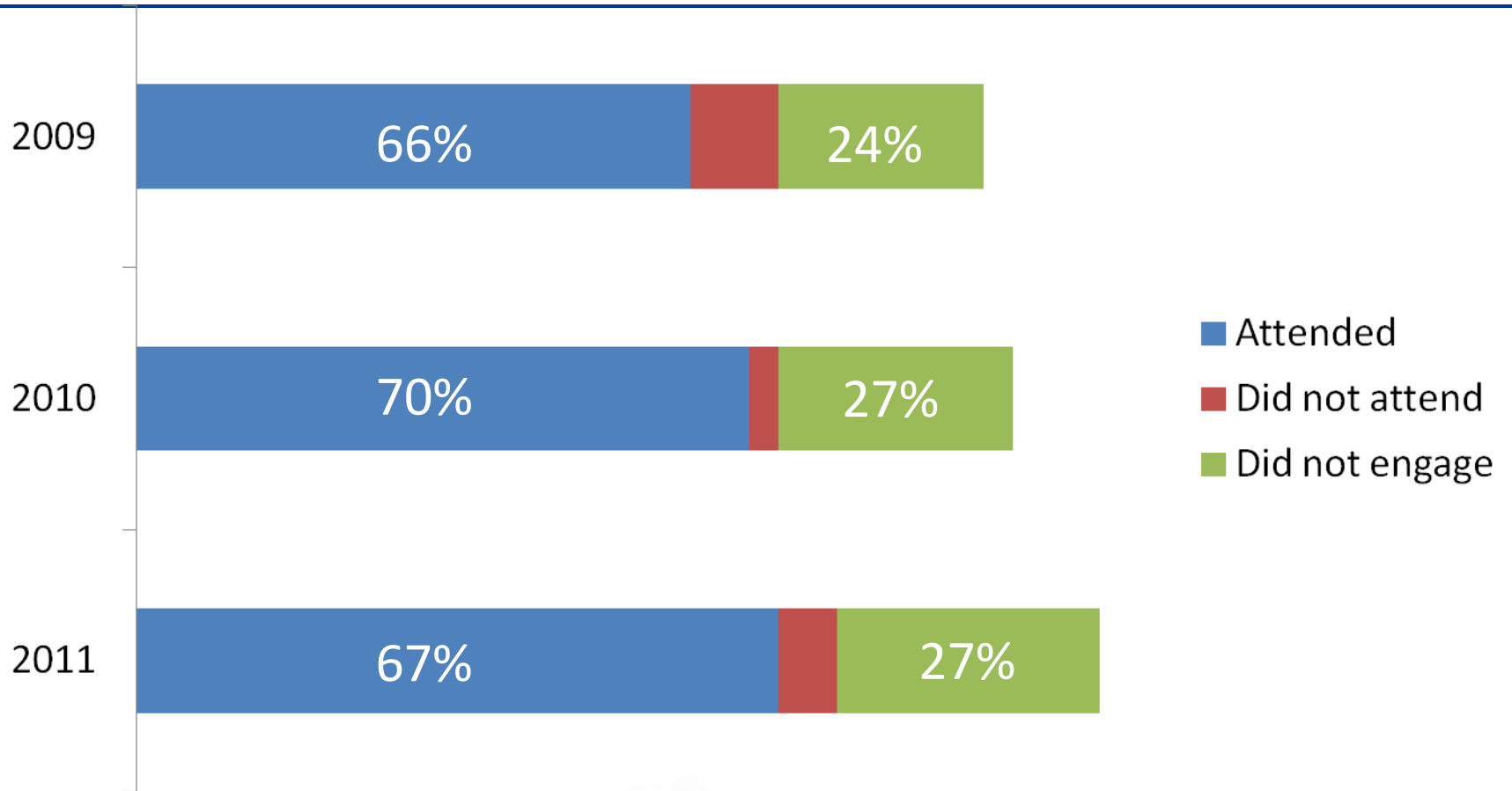
AIM:

- Within 12 months, 100% of clients with spina bifida or other neural tube defects within the northern child health network will engage in clinic for a multi-disciplinary review.
- Overall aim is to improve the health and well being of clients with spina bifida or other neural tube defects and their families by engaging them with health services.



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Literature: Key Themes

Brei 2007

- Multi disciplinary care remains the model for SB health care delivery.
- Care co-ordination is a critical factor
- Existence and effectiveness of multi disciplinary care provision is related to multiple programmatic, personnel and financial factors.



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Jennifer Brustrom, Judy Thibadeau, Lisa John, Jaime Liesmann, & Shyanika Rose 2012

- Provision of ongoing, comprehensive, co-ordinated care throughout the lifespan (SBA)

- Co-ordinating multiple specialists on the same clinic day, linking families with community resources and providing a resource person to address questions reduces the burden on families and facilitates more comprehensive care for children



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Other features from the literature

- Setting specific goals with clients/families
- Transition throughout the lifespan
- ICF Model



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What factors affect clinic attendance:

Client survey: what is important to families.

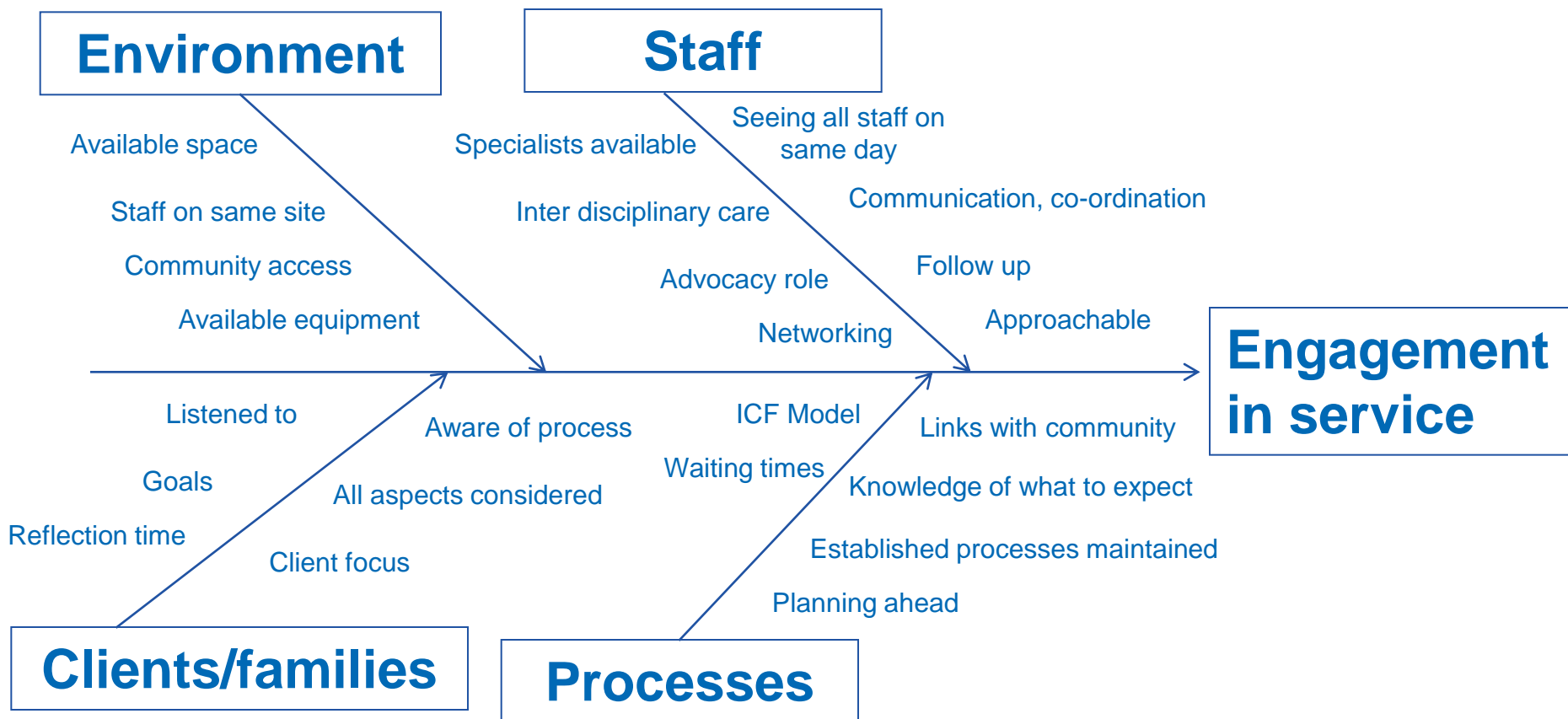
- Seeing all staff at one appointment- 100%
- A reminder text or phone call- 83%
- Ease if parking- 83%
- Having tests completed while at clinic- 66%
- Having tests completed prior to clinic- 66%



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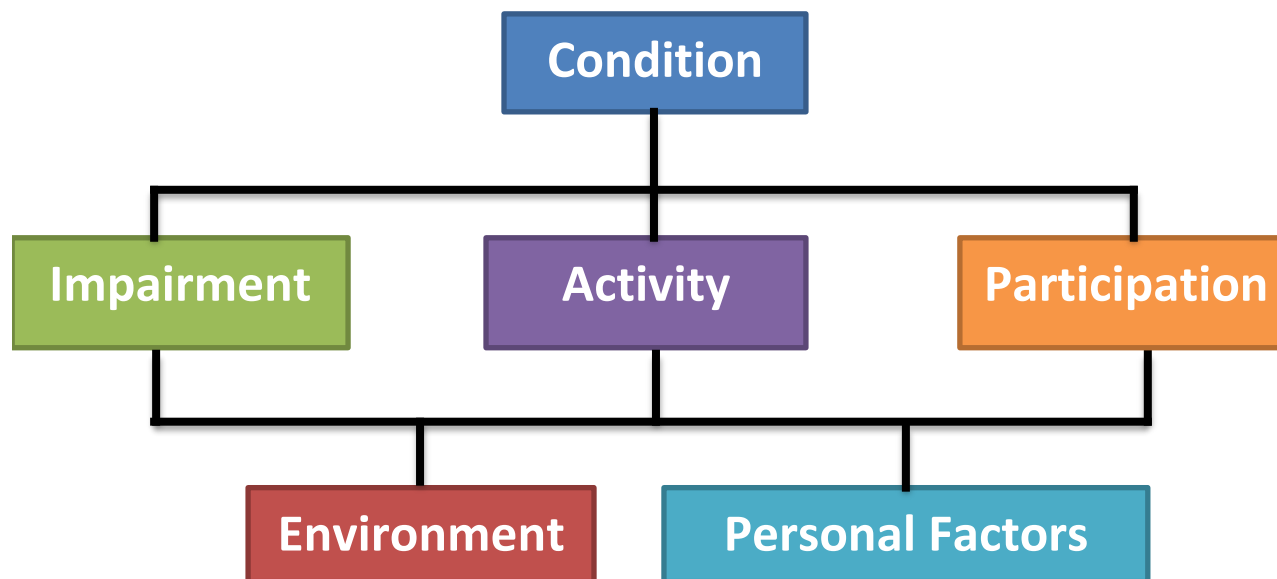
Staff



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ICF model



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What we have done....

- Text prior to clinic appointment
- Organisation of clinics in similar need groups eg transition age
- Care co-ordination
- Key worker roles established
- Set goals with families using tools such as COPM and GAS
- Let clients and families know what is happening behind the scenes
- Utilisation of technology for communication- e-mail
- Team now based together on the same site
- Re-engagement and co-ordination of other specialists



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- Pre-clinic meetings re-established
 - Arrangement of investigations prior to clinic
 - Comprehensive team presentations to schools
 - Ongoing input into the community
 - Revenue
 - Exploration of team dynamics

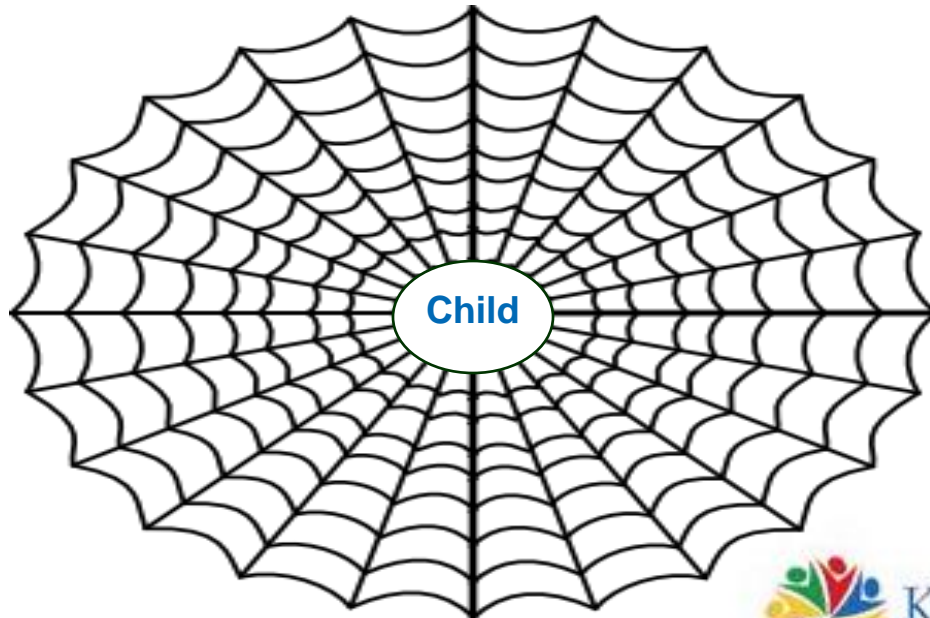


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Why Spina Webs?

Complexity of communication pathways and networking to ensure that we all work together to meet the needs of the child and allow optimal participation.



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Multidisciplinary



Multidisciplinary Team

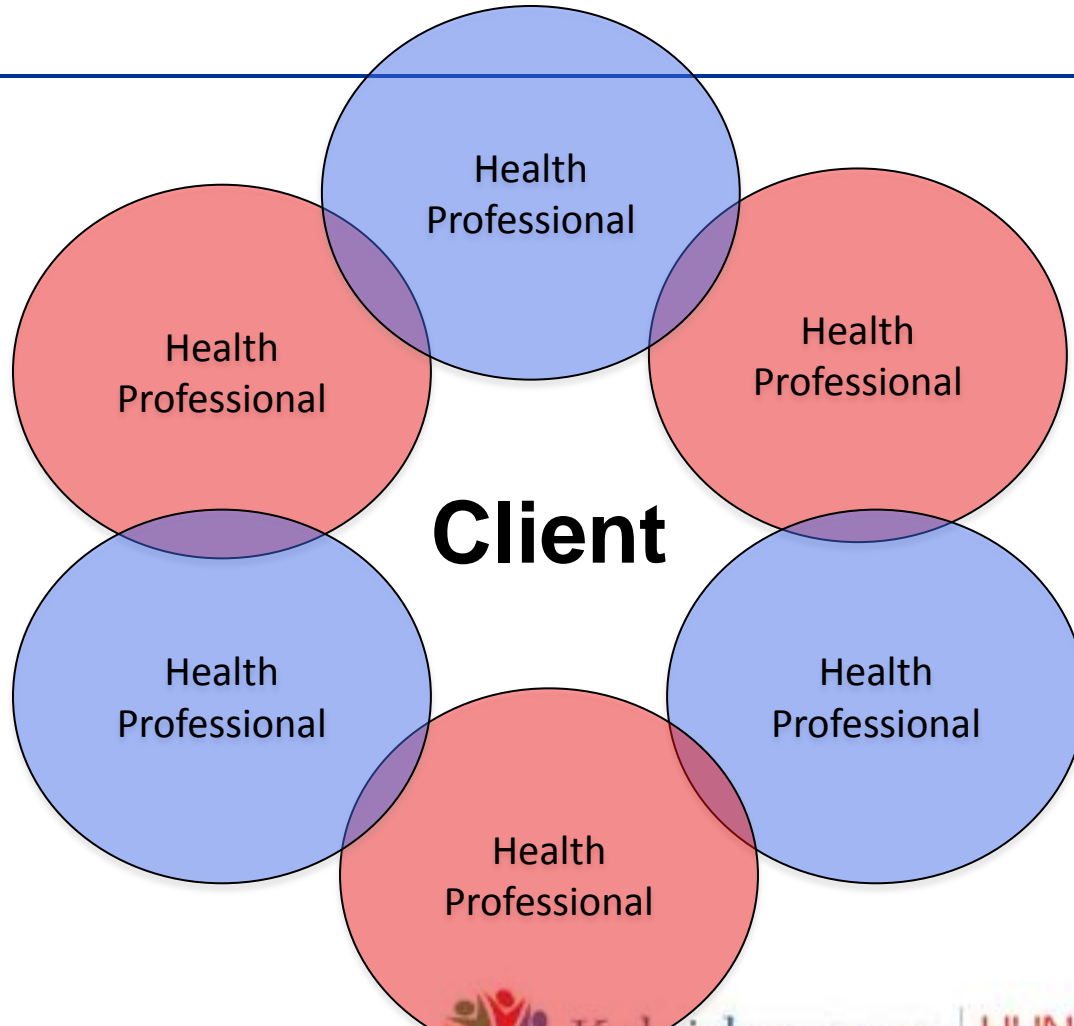
Professionals from several disciplines work independently of each other. There is little interaction or exchange of information between professionals.



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Interdisciplinary



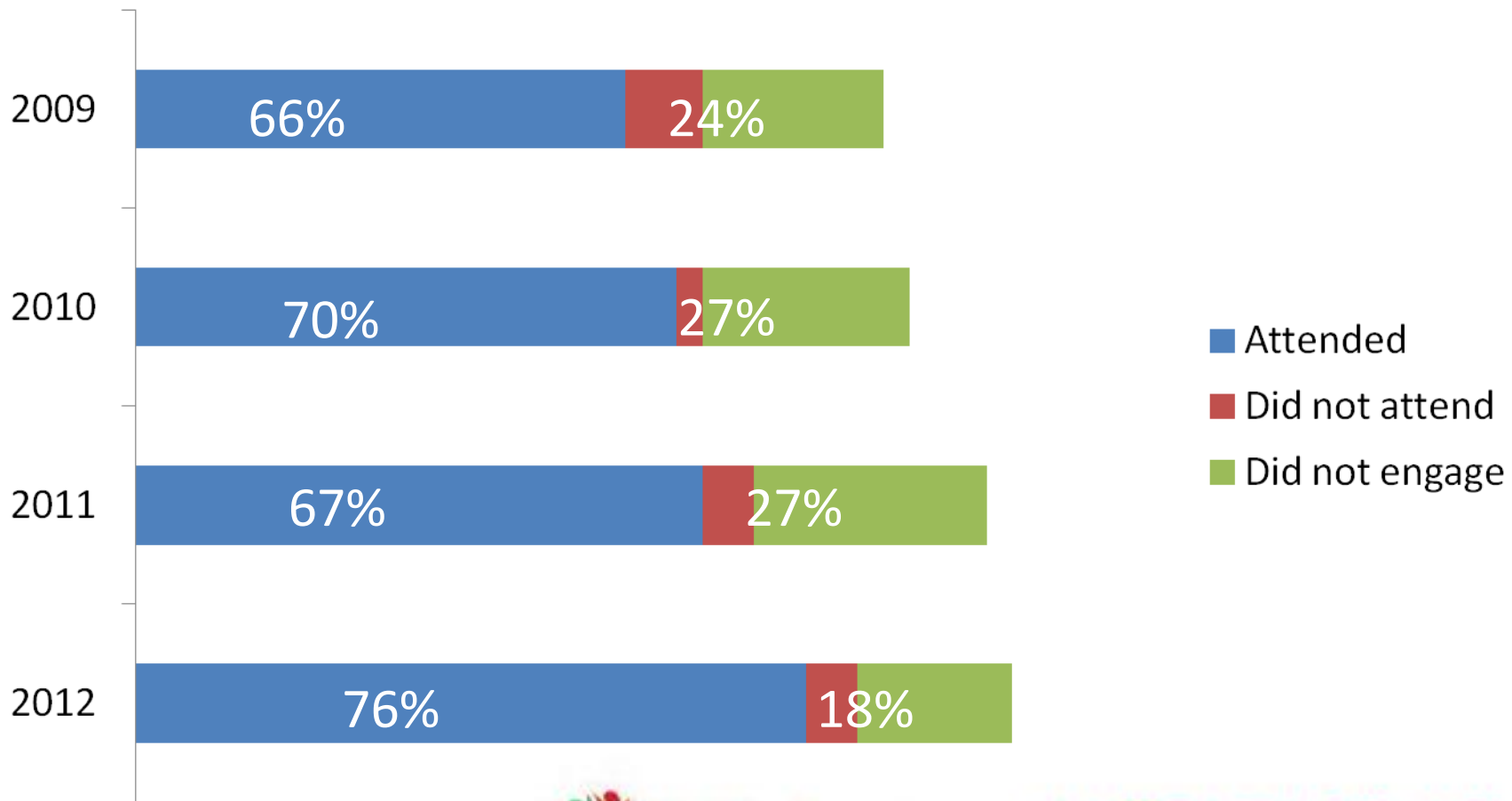
Interdisciplinary Team

Professionals from several disciplines work together cooperatively. Individual disciplines complete assessments and perform interventions. The team set shared goals and share information.



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Summary

- Service review conducted
- We have moved from multi to inter disciplinary team approach.
- ICF model.
- Client goals are a priority.
- Result has been improved attendance and engagement with the spina bifida service.



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