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the royal women's hospital  
victoria australia

# GREAT EXPECTATIONS

Improving the delivery of maternity care at  
the Royal Women's Hospital Melbourne  
and the lessons learnt

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2009

# The Royal Women's Hospital, Melbourne



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# Teamcare 2002



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- High risk OR low risk pregnancy care
- Model reviewed 2006
- Relocation to new site 2008



# Identified issues TeamCare 2002



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- Disconnect between TeamCare concept & reality
- Unclear understanding of TeamCare
- Inadequate multidisciplinary team spirit
- Leadership issues
- Impact of high v low risk divide
- Continuity of Care(r) – same advice
- Inequity for women and staff
- Workforce issues

# TeamCare Towards 2008

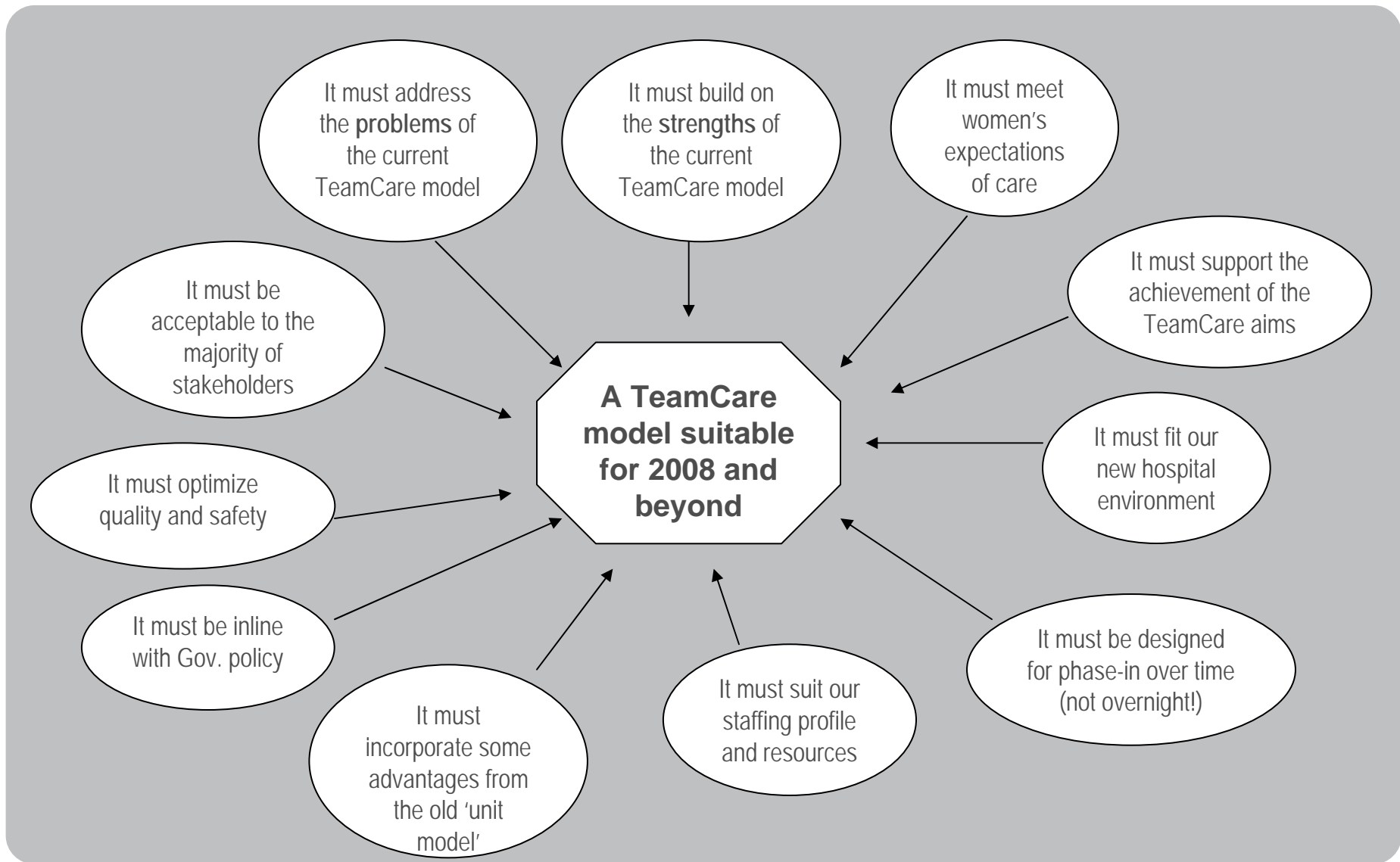


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- Aim
- Scope
- Project Team
- Methodology



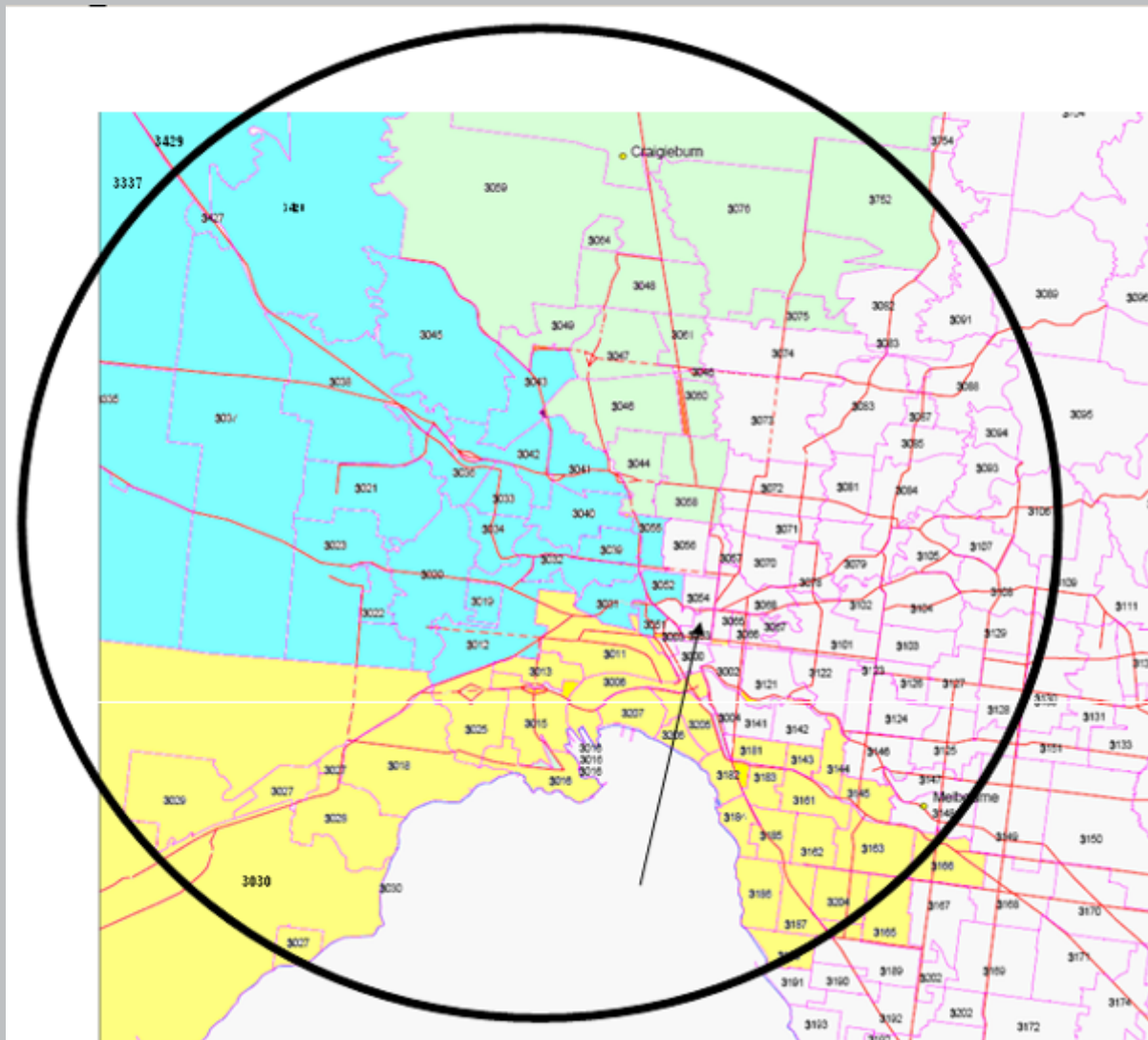
# Factors that informed model development



# The Women's patch .....



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# TeamCare 2008 for Women & Staff -The Vision



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- Four TeamCare multidisciplinary teams, (red, green, yellow & blue) each caring for ~1,500 women
- Every woman belongs to a TeamCare team for all care across the continuum
- Geographical patch
- 'Team Leaders'
- Multidisciplinary team
- Leadership
- Specialist clinics

# Implementing TeamCare May 2007 – Feb 2008



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- TeamCare Steering Committee formed
- Working Groups established:
  - Community & Geography
  - Complex Care
  - Staff & Skills
  - Clinical Logistics & Infrastructure
  - Clinical Care Pathways

# TeamCare 2008



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- Teams launched Feb 2008:
  - Antenatal clinics commenced
  - Team based inpatient care
  - Team based midwifery rosters commenced
  - Weekly team clinical meetings
  - New triaging processes
  - JMO/Graduate midwives/allied health staff all attached to teams
  - Up skilling for midwives in ANC, working across the continuum in high and low risk models

.....***and moved into new hospital 22<sup>nd</sup> June, 2008***

# Ongoing Challenges



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Implementing a new model is hard enough.....

**but** ongoing factors continue to challenge us:

- **Maternity demand** -working differently when so busy
- **Workforce culture** -changing the way people work
- **Staff issues** - skill mix, casual/permanent mix, recruiting new staff, maintaining current staff
- **Increasing complexity of women**
- **New hospital** - energy spent on move rather than model of care, configuration differences

# Staff Thoughts of Teamcare 2008



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