

Maternal and Child Health Line Working in Partnership

8 September 2023

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MCH Line Team Leader

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Department
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Maternal and Child Health Line Working in Partnership

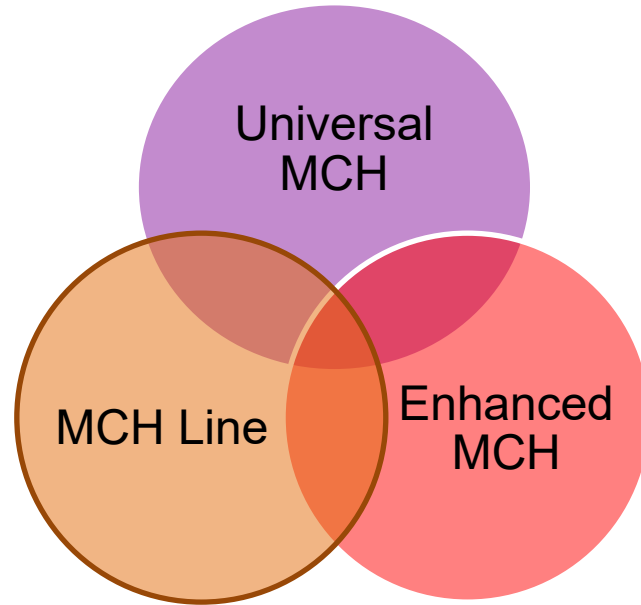
Acknowledgement of Country



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Maternal and Child Health Line Working in Partnership

Components of the MCH Service



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MCH Line Mission Statement

1

We are a 24-hour telephone service supporting Victorian families with children's health and development, from pregnancy to starting school. We operate as a component of the Victorian Maternal and Child Health Service.

2

We listen and respond to the immediate concerns of callers utilizing evidence based practice by providing quality guidance, information, support, counselling and referral to Maternal and Child Health Services and other agencies.

3

We support callers in a timely, professional and respectful manner.

4

Maternal and Child Health Line pursues excellence in all aspects of nursing practice.

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Maternal and Child Health Line Working in Partnership – MCH Line

- Interaction- **initiated by caller**
- Helps families around **immediate** concerns
- Focus is around the key issue for the family **at that time**
- Caller usually remains anonymous
- Caller-led conversation – allow to tell their story



Maternal and Child Health Line Working in Partnership - Documentation

Data Collection

- Parity
- Family Type
- Postcode
- Documentation of each call includes the presenting issue, the assessment and caller outcomes
- All calls are recorded



Maternal and Child Health Line Working in Partnership – MCH Line Guidelines

MCH Line uses specific Clinical Guidelines



- Evidence informed
- Consistency of information and advice
- Address a wide range of issues



Maternal and Child Health Line Working in Partnership- Caller Data August 2023

- **Total Calls For August 2023 = 8942**
- 70% of callers were First Time Parents
- 70% of callers had a child under 12 months = 6292

Maternal and Child Health Line Working in Partnership- Caller Data August 2023

Most Common Issues in August – Top 5

- Parenting
- Health education
- Childhood illness
- Breastfeeding
- Childhood condition

Maternal and Child Health Line Working in Partnership – Calls and referrals 2022-2023



Total calls answered = 106,897 in 22-23

Referrals total = 625 (1.6% of all calls) MCH LGA = 540

85 Referred to other services such as GP's or

Psychologists,

Hospitals – DOM, A & E Triage

Mental Health Services – Crisis Assessment Team Triage

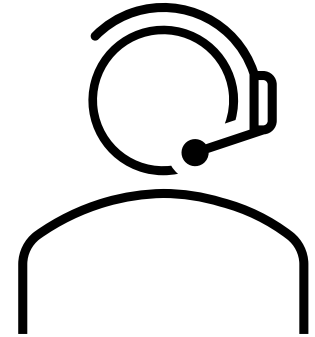
Child Protection Services / FV services



Maternal and Child Health Line Working in Partnership – Reasons to Refer

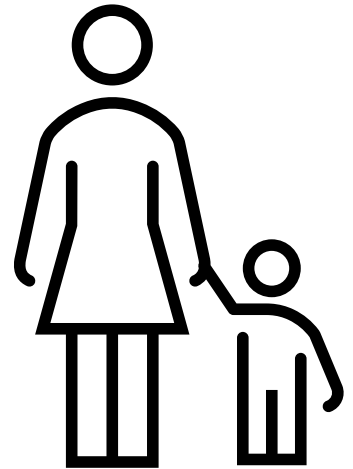
Most families calling MCH Line do not require a referral. Commonly for :

- A personal crisis
- Family experiencing mental health issues
- Issues requiring additional support.
- Serious illness of child or parent if local MCHN is not aware
- Infants 10 days or older and no initial contact from MCH
- Child at risk
- If MCH Line advice is significantly different to what parent reports been told by another health professional



Maternal and Child Health Line Working in Partnership – Case Study 1

- Mother with an 18 months old child
- Family had concerns re Autism
- Child Protection involvement
- Mother identified she has a “learning” disability
- Moved house
- Teary “I am a bad Mum”



Maternal and Child Health Line Working in Partnership – Case Study 1

Mother reported:

- No pointing
- Fleeting eye contact
- Not following directions
- No pretend play
- Not responding to her name
- Last audiology at birth



Maternal and Child Health Line Working in Partnership - Case Study 1

Plan

Recommendations:

- Audiology
- Paediatrician developmental assessment
- ASDetect app
- Websites- Raising Children Network

Referrals to:

- GP and MCH service with consent



Maternal and Child Health Line Working in Partnership – Case Study 1

Call Outcomes:

GP and MCH Service was contacted

GP was very grateful - He had never heard of MCH line service.

Filled gaps in knowledge about CP involvement, maternal cognition & child development concerns.

MCH service to offer a Brigance assessment / location of centre

Pieces of the puzzle coming together to ensure the best outcome for this family



Maternal and Child Health Line Working in Partnership – Case Study 2

Call in evening.

- Mother – second baby
- 3-week-old with a rash
- GP - “newborn rash”.
- Blister-like, “angry” appearance
- Getting worse
- Guidance



Maternal and Child Health Line Working in Partnership – Case Study 2

Nurse sent family to RCH Emergency Department that evening

RCH fed back to MCH line the following day

Congenital Syphilis Diagnosis

Mother was not aware she was positive for Syphilis

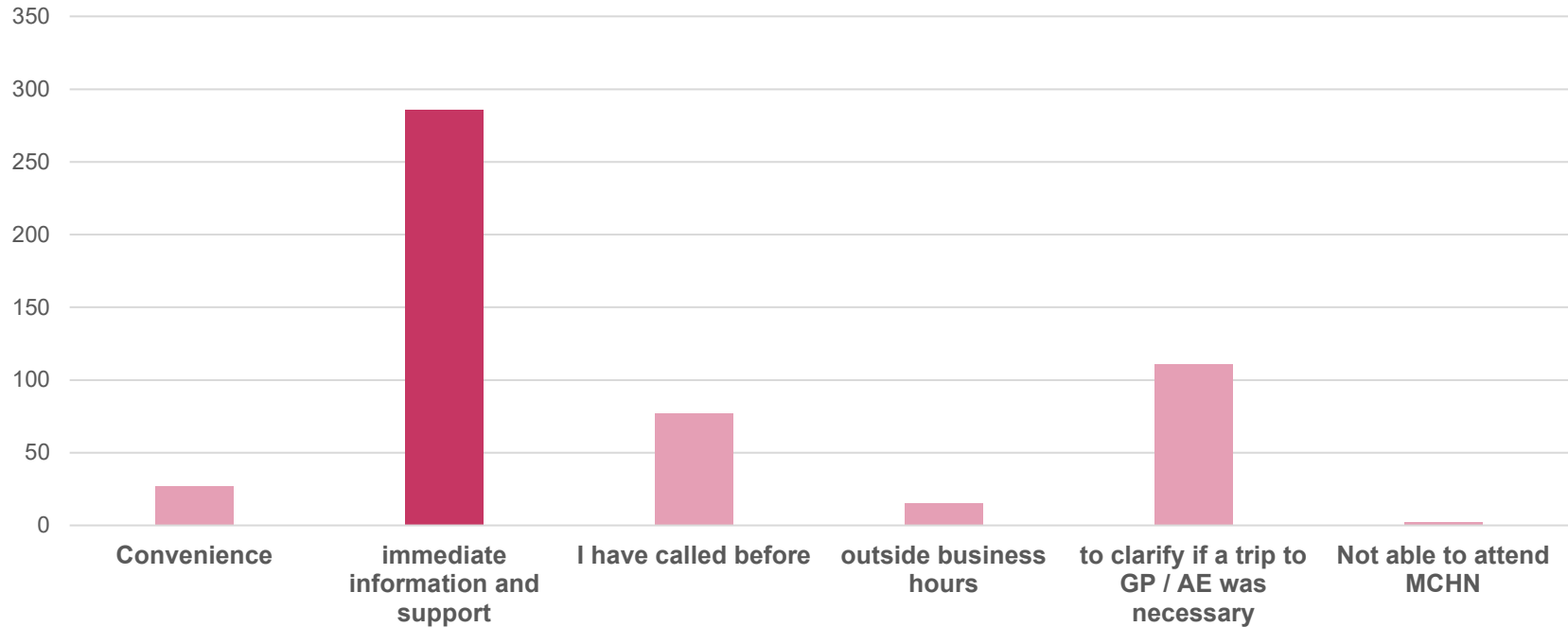
Whole family treated with penicillin

Positive outcome



Maternal and Child Health Line Working in Partnership – Annual Caller Survey 2022-2023

Why Respondents chose to call MCHL



Maternal and Child Health Line Working in Partnership – Annual Caller Survey 2022-2023



**98% of respondents
would call the MCHL
again**



**97% would recommend
MCHL to friends and
family**

Positive Feedback

The maternal and child health line has been one of the most helpful resources since having my first born son 9 months ago. As someone who suffered from postnatal anxiety and felt silly with some of the things I was calling about, they really made me feel comfortable and have always been so respectful and helpful.

The MCHN line has been an invaluable resource for me. I find the nurses to be extremely knowledgeable, kind, understanding and sensible. I've called in the past about breastfeeding, fevers, a fall etc, often in tears, and only ever received total support from the nurses on the end of the phone.

Love this resource!!

Everyone is so lovely and assuring and calming.

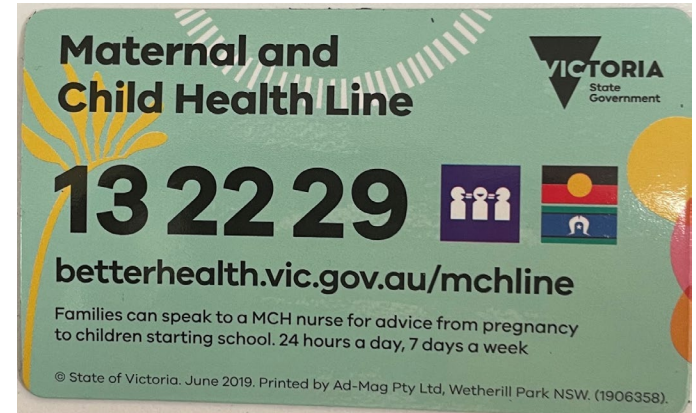
The best resource I've had.



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Maternal and Child Health Line Working in Partnership – Our contact for families

- **13 22 29 (13 BABY)**
- **My Health, Learning and Development book. (Green book)**
- **Magnet at Home Visit**
- **Posters**



Maternal and Child Health Line Working in Partnership

Thank you!

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