Better, sooner, more convenient:

Increasing youth friendliness of Family Planning services in New Zealand

Family Planning NZ priorities 2011 - 2015

- Prioritise equity and reducing sexual and reproductive health inequalities.
- Be agile and responsive to the changing environment.
- Maximise the uptake of sexual and reproductive health technologies.
- Improve services for Rangatahi Māori.
- Future-proof services.
- Adopt innovative responses to workforce issues.
- Better collaboration across service areas.
- Invest in innovative Information Technology

5 years ago

- How to modify our current clinic services?
- More accessible to youth, Māori, Pacifica
- Rural people.

Data-base merge

- Medtech – electronic records since 2004
- 32 client record databases
- 2012 merged into 2 (North and South)

consultation

- Client needs
- Wide use of cell phone
- National call center late 2013
Competencies

- Abortion / Termination of Pregnancy (TOP) Referral (With non-referrer, can take swabs)
- Abortion / Termination of Pregnancy (TOP) Referral (With referrer)
- Advice (reason unknown)
- Breast Check or Lump
- Cervical Smear
- Contraceptive Options
- Depo Provera (DP) Start - 1st and 2nd visits
- Depo Provera repeat - 3rd and subsequent visits
- Diaphragm Fit and Check
- IUD fit multi
- IUD fit multi
- IUD fit cervical block
- Same

Appointment specifications

Procedure
- Time Consult
- Informed consent, pre-procedure
- Before and after care

Definition
- Appointments about period problem, hormone problem, sexual problem, bleeding problems, pain or anything else which doesn’t fit into another appointment type.

Explanation
- The clinician will take a medical history and proceed with whatever is necessary.

Constraints
- If the client is under 12 years to talk with phone nurse. The phone nurse may:
  1) advise client to see GP
  2) if OK book with Dr.
- The phone nurse then tasks the DR to advise booking has been made.

Questions
- Additional Information
- Charges
- Standard consultation fee for the category of client + script fee + dressing supplies
- Non-resident fees apply for length of consultation + cost of supplies
- Note: Must pay at time.

Appointment Length
- First Gynae appointment is 30 mins
- Follow up gynae appointment is 20 mins

Book With

Variation

Booking Code

N1
N2
NP
DR

Standard Appointment

GYNAE
YES
YES
YES
YES

YES means anyone with the designation can perform the appointment without meeting the competency.

Results nurse

- One nurse/day takes client call re results nationally
- approx 1300/month

Challenges

- Call centre role – routing of calls
- Managing result varies
- Use of alerts and tasks
- Audit
- RER

Consult nurse

Mid 2014
- Existing clients under 22 (free)
- ECP, pre-implant, pill repeat, options
- 2015 included fee-payers, pre-IUD,POP starts
- 4148 consults to July 15

2015 Web based booking

Web based booking request

- Good first contact for shy unconfident clients
- >9000 requests 14.1.15-30.6.15
- Popular with new clients who are younger
- Higher proportion of Māori and PI clients
New model of care

- Collaborate with other nurses
- Phone consults
- Follow up procedure clinic

How

- Scope it
- Ensure technology platform in place
- Start small and build up
- Provide training and protocols
- Evaluate and update