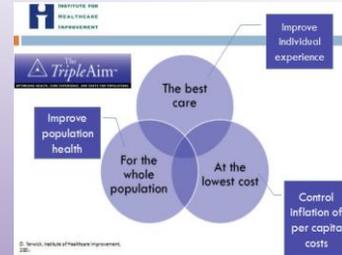


Better, sooner, more convenient:

Increasing youth friendliness of Family Planning services in New Zealand

Ministry of Health Policy

- Health priorities



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 appts](#)
- [Diaphragm Fit and Check](#)
- [IUD fit nullip](#)
- [IUD fit multip](#)
- [IUD fit cervical block](#)
- [Gynae](#)

Appointment specifications

Procedure	Gynae Consult					
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 a child under 12 years refer to phone nurse. The phone nurse may: 1) advise client to see GP or 2) OK to book with a GP. 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. Non-resident fees apply for length of consultation. Note: Must pay at the 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 means anyone with the designation can perform the appointment without needing the competency.

Appointment specifications

Procedure	Implant Insertion					
Definition	An implant contains progestogen for continuous slow release over 3 to 5 years					
Explanation	One or 2 rods are implanted under the skin on the inside of the upper arm. There are 2 types available in NZ, Mirella lasts 5 years and Implanon 3 years. It is inserted once the clinician has checked that the person isn't pregnant, that she knows about the method and has consented					
Constraints	Cannot be inserted if risk of pregnancy					
Questions	• Is there any risk you could be pregnant? • If the client is not having a pre appointment, refer them to the Family Planning Website to read the pre information http://www.familyplanning.org.nz/health_info_basics/sexual_health_information/contraception/implant_booking_reversible_contraception/contraceptive_implant					
Additional Information	• If a client is requesting an implant insertion or removal, contact the clinic that the client will attend and check which clinician can do this, if any. A pre appointment must be booked for an implant insertion.					
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 the time					
Appointment Length	30 mins					
Book With	Variation	Booking Code	N1	N2	NP	DR
Standard Appointment	Implant Insert	-	T	T	T	

YES means anyone with the designation can perform the appointment without needing 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