
CONFERENCE ABSTRACT

Child Health “Pop-Up” Clinics: Increasing access to Child Health Services, through an innovative “Pop-Up” model for South Queensland communities experiencing high vulnerabilities.

2nd Asia Pacific Conference on Integrated Care, Melbourne, 11-13 November 2019

Joanne Allen-Keeling, Soulmaz Rostami

Children's Health Queensland, South Brisbane, QLD, Australia

Introduction: Evidence suggests communities experiencing high vulnerabilities do not easily engage with or reach available primary healthcare services. A Child Health “Pop-Up” clinic is an innovative and contemporary mobile health clinic, that moves the model of care directly to families. It utilises existing community infrastructure and incorporates integrated and coordinated care in service design and delivery.

Practice change implemented: To manage the change process effectively, the team implemented:

- 1- Advisory Group (multidisciplinary Child Health experts)
- 2- Multiple Working Groups (local community stakeholders)
- 3- Co-designed best practice Child Health mobile clinics based on the needs of that community
- 4- Full Developmental Assessments offered by Child Health Nurses in a Pop-Up Clinic (up to 1 hour allocated for each child)

Aim & theory of change: Child Health Pop-Up clinics aim to:

- Increase the number of developmental assessments within communities experiencing higher vulnerabilities
- Increase new registrations to Child Health Services
- Increase the number of sites families can access Child Health Services.

The targeted communities experience low utilisation of Child Health Services with extended waiting lists. Pop-Up Clinics are implemented in creative locations that are frequently accessed, including playgrounds, primary schools or neighbourhood centres.

Targeted population and stakeholders: Pop-Up Clinics are in 6 South-Queensland communities experiencing greatest vulnerabilities, utilising 15 creative locations.

Stakeholders include 8 local primary schools and 22 key community groups (government and non-government).

Timeline: Child Health Pop-Up Clinics are scheduled from November 2018 to December 2019.

Highlights:

- 45 Pop-Ups scheduled from 2018-2019

Allen-Keeling; Child Health “Pop-Up” Clinics: Increasing access to Child Health Services, through an innovative “Pop-Up” model for South Queensland communities experiencing high vulnerabilities.

- Increase in new registrations to Child Health Services
- Increase in additional appointments for younger siblings (new registrations)
- High attendance rate for clinical developmental assessments
- Multiple referrals for children seen during developmental assessments
- Increased demand for Pop-Ups in additional sites

Sustainability: Based on immediate success, there is opportunity to scale-up to additional communities and broadly integrate into existing model of care.

Transferability: This successful Pop-Up model can be applied to different outpatient health services.

Conclusion: Child Health Pop-Up clinics are a successful model in reaching children and families from communities experiencing great vulnerabilities. It uses a contemporary and innovative approach, reaching those that have never accessed Child Health before, through integrating with existing community infrastructures.

Discussion: Pop-Ups primarily focus on 4-5 year developmental health assessments. There is a need for developmental assessments to be conducted in the earlier years (e.g 18months old) to prevent developmental delays well before children start school. Finding a way to reach families earlier will be critical.

Lessons learned:

- Utilising and engaging existing relationships and trust that community partners have with families is a significant strength.
- Follow-up of families to provide wrap around support before and after referral
- Developmental Assessments for younger years