

## Just a Phone Call Away: Support for New Moms

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## Outline

- Introduction
- Saskatchewan context
- Goal of the project
- Interdisciplinary collaboration
- Evaluation – next phase
- Health system change

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## Saskatchewan Regional Health Authorities



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## Rural-Urban-First Nations-New Canadians



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## Where did this project come from?

- Maternal Mental Health Working Group – Mother First Report  
<https://sites.google.com/site/maternalmentalhealthsk/>
- Adoption of recommendations
- Opportunity to work with HealthLine

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## Objectives

- To identify and support women experiencing post partum anxiety or depression
- To provide an innovative service to fill gaps due to capacity and geography
- To increase awareness of HealthLine services



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### Step by step

- PHN screens moms attending Child Health Clinics at 2 and 6 months
- PHN reviews EPDS tool completed by mom
- Based on the score, information and/or referral is offered

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### Referral steps

- If the EPDS score is > 10 indicates possible/probable depression
- If score >4 on questions 3,4,5 indicates probable anxiety
- Referral to primary care provider, mental health services and/or HealthLine offered
- HealthLine referral form is completed

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### HealthLine process

- HealthLine reviews form, ensures all information provided.
- Calls prioritized by score
- Mom is called at time she indicated available
- If mom continues to accept referral, call backs made until mom determines closure of file.
- PHN informed of contact/ no contact
- PHN sent report when file closed

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### Program summary

- A short term service provided by Public Health and HealthLine
- Referrals are based on EPDS scores for possible depression and probable anxiety and depression
- Women who have a score higher than 12 are referred immediately to Mental Health Services. All women offered a referral to a health care provider.

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### EPDS Care Pathways

- EPDS Screening and Care Guide developed by the Maternal Mental Health Working Group
- Available to practitioners wanting to use it

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### Interdisciplinary collaboration


- HealthLine
  - Managers
  - RNs
  - Mental Health Workers
- Public Health
  - Managers
  - PHNs
  - Ministry of Health
- RelayCare
  - Technical and software support



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### Evaluation of Phase One

- Number of clients referred to HL - 11
- Number of clients accepting HL service - 6
- Number of clients screened by regions - ???
- Needed to do some tweaking
  - Surveys
  - Forms
  - reporting



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### Phase Two and beyond

- Starting now in 3 more RHAs
- Learnings incorporated from phase one
- Go live for July/August 2014
- Full provincial rollout to follow

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### Health system transformation

- First opportunity for HealthLine to “call out”
- PHN referral and report back
- Improved client service

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### Opportunities

- Not aware of other programs
  - Please share experiences with us
- How else to contact moms
  - Cell, toll free, etc.

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### Questions



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