

# Maternal Wellness Program

HealthLine 811 – Outbound Call Program

*“Just a phone call away”*

June 27, 2018



Saskatchewan  
**Health Authority**

# Maternal Wellness Program

## Outline

- Introduction
- History
- Program Goals
- Program Description
  - Public Health Nurse Referral
  - HealthLine 811 Program
- Statistics
- Opportunities/Challenges



# Maternal Wellness Program

## Introduction

### Saskatchewan context

- Transition to one region
- Mental Health & Addictions Action Plan
- Cultural and Geographical Diversity



# Saskatchewan Diversity



# Maternal Wellness Program

## History

- MotherFirst report (2010)
- First HealthLine Outbound Program
  - Decision support system & CISCO telephony
  - Opportunity to expand Mental Health Clinician role
- 2013 – phase one pilot - two health regions
- Name change
- Staffing change
- January 2017 – full provincial SHA implementation

# Maternal Wellness Program Goals

## Program Goals

- ❖ Interim and supplemental support
- ❖ Increased awareness of Maternal Mental Health
- ❖ Extend the reach of universal screening with the Edinburgh Postnatal Depression Scale (EPDS)
- ❖ Improve access to supports (rural and isolated)
- ❖ Ensure sustainability and accountability in the area of Maternal Mental Health
- ❖ Reduce readmissions to acute care through early proactive interventions

# Maternal Wellness Program

## Statement of Purpose

- To provide temporary provision of support for clients at risk of or suffering from postpartum depression and/or anxiety and those who have experienced perinatal loss
- To deliver quality care by telephone in a timely, convenient, cost effective manner while bridging gaps in the healthcare system
- Services also intended to offer support to the client in addition to their regularly scheduled service from a primary health care provider and/or mental health clinician

# Maternal Wellness Program Description

## Public Health Nurse Referral Process

- Assessment at two and six month child health clinics using EPDS
- Consent for HealthLine 811 – Maternal Wellness Program referral
- Ongoing communication with HealthLine 811



# Maternal Wellness Program Description

## HealthLine 811 - Mental Health Clinician

- Referral received
- Initial contact 24 hours (urgent) and 72 hours (non-urgent)
- Mental Health Clinician (Registered Psychiatric Nurse or Registered Social Worker) schedule calls at a time convenient for client

# Maternal Wellness Program Description

## HealthLine 811 Mental Health Clinician Cont'd

- Conduct assessments (surveys)
- Provide education & support
- Access to resources
- Conduct Edinburgh Postnatal Depression Scale (EPDS) every 28 days
- Discharge planning based on symptom resolution
- Ongoing communication with referring Public Health Nurse

# Statistics

April 1, 2017 – March 31, 2018

- 439 women referred to the Maternal Wellness Program
- Reason for referral:
  - Probable Anxiety = 113
  - Possible Depression = 83
  - Probable Depression = 216
  - Perinatal Loss = 6
  - Other Mental Health Concern = 21
- Urgent = 69 referrals; Non-Urgent = 370 referrals

# Statistics Cont'd

April 1, 2017 – March 31, 2018

HealthLine 811 - Maternal Wellness Program  
Referral Reasons by Regional Health Authority  
April 1, 2017 - March 31, 2018

Regional Health Authority	Probable Anxiety (EPDS questions 3,4,5 are greater than 4)	Possible Depression (EPDS score equal to 10 or 11)	Probable Depression (EPDS score greater than or equal to 12)	Perinatal Loss	Other Mental Health Concerns* (PHN refers based on clinical judgement)	Total (Regional Health Authority)
Athabasca	0	0	0	0	0	0
Cypress	1	3	6	0	0	10
Five Hills	1	0	3	0	1	5
Heartland	2	4	13	0	0	19
Keewatin Yatthé	0	0	2	1	0	3
Kelsey Trail	7	6	9	2	2	26
Mamawetan	0	0	1	0	0	1
Prairie North	8	11	28	0	4	51
Prince Albert	9	6	8	0	3	26
Regina Qu'Appelle	40	23	71	1	5	140
Saskatoon	39	22	62	2	6	131
Sun Country	1	1	0	0	0	2
Sunrise	5	7	13	0	0	25
<b>Total (Referral Reason)</b>	<b>113</b>	<b>83</b>	<b>216</b>	<b>6</b>	<b>21</b>	<b>439</b>

\*Other mental health concerns include family or personal struggles and low level anxiety.

# Statistics Cont'd

April 1, 2017 – March 31, 2018

## Referral Outcome Results:

- 338 clients were contacted and agreed to participate
- For 77 clients, HealthLine made five attempts to contact, however, contact with client was not made
- For 24 clients, contact made and service declined on initial call (no service provided)

# Statistics Cont'd

April 1, 2017 – March 31, 2018

- HealthLine 811 clinicians successfully contacted the client 63% of the time
- Clients ranged from 17 to 46 years old
- The range of days a client was enrolled in the Maternal Wellness Program was 0 to 181 days

# Statistics - Edinburgh Postnatal Depression Scale (EPDS)

April 1, 2017 – March 31, 2018

HealthLine 811 - Maternal Wellness Program

Administration of EPDS

April 1, 2017 - March 31, 2018

Number of Initial EPDS

286

Number of Follow-Up EPDS

428



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# Statistics Cont'd

## Client Assessment (Survey) Responses

Question from Client Surveys <i>(Initial/Follow-up Assessment and Perinatal Loss/Perinatal Loss Follow-up Survey)</i>	Client Answer in Initial Survey		Client Answer in Follow-Up Survey	
	Yes	No	Yes	No
Have you had any contact with your primary healthcare provider or mental health provider?	220	81	303	115
Are you able to do your normal daily activities?	314	63	<i>*Not applicable</i>	
Are you using any recreational drugs or alcohol?	212	382	<i>*Not applicable</i>	
Are you using any alcohol or recreational drugs?	<i>*Not applicable</i>		174	362
Are you having thoughts of harming yourself or your baby or others?	68	309	<i>*Not applicable</i>	
Are you having any thoughts of harming yourself or your baby or others?	<i>*Not applicable</i>		86	463
Do you have a history of physical or mental illness?	195	181	<i>*Not applicable</i>	
Is there a family history of mental illness? <i>*Not asked on Perinatal Loss surveys</i>	193	165	<i>*Not applicable</i>	
Are you feeding your baby breast milk? <i>*Not asked on Perinatal Loss surveys</i>	279	87	<i>*Not applicable</i>	





# Statistics Cont'd

## Discharged Clients

### HealthLine 811 - Maternal Wellness Program

#### Discharged Clients

April 1, 2017 - March 31, 2018

*\*Includes all referral dates*

Reason for Discharge	Discharged Clients
Unable to make contact with client (after initial call or previous calls - 5 attempts made)	170
Client feels support isn't required anymore - no call back required	135
Client refuses to participate in the program any longer	12
The clients phone has been disconnected	7
The client has been hospitalized	2
Other ( <i>Inappropriate referral</i> )	10
<b>Total Discharged Clients</b>	<b>336</b>



# Challenges

- Call attempts
- Specific Time
- Specific Clinician
- Self Referral
- Staffing
- Texting



# Opportunities

## Proposed Program Expansion Areas

- Prenatal Clients
- Fathers/Partners
- Adoptive/Foster
- First Nation communities
- Other providers, i.e. physicians, obstetricians, nurse practitioners and social workers
- Self-referrals



# Maternal Wellness Program

## Client Quotes

*“This program has been a lifeline. Whenever I talk with the program staff, I feel reassured. I know I’m going to be okay.”*



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# Questions?

For more information, visit  
*[saskhealthauthority.ca](https://saskhealthauthority.ca)*.



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