

Using telehealth to support regional families in Victoria



Student project: The experience of Enhanced Maternal and Child Health (EMCH) nurses



4 VIC Local Government Areas



7 EMCH nurses participated



Data analysed from 5 interviews/focus groups

Benefits of telehealth use in EMCH

Faster and easier connections with referral agencies and widespread team

Saves time and money on reduced travel for nurses and/or families

Nurses and families learn new IT skills together

Easier to coordinate co-consultations, care team meetings and transition meetings



Program entry

Clinical management

Transition of care

Limitations of telehealth use in EMCH

Harder to build rapport with new clients

Harder to ask sensitive questions safely, or accurately assess the home environment

Easy to miss warning signs of abuse, neglect or other sensitive issues

Could lead to: Families transitioned out of service too early or not referred to appropriate services



Program entry

Clinical management

Transition of care

A hybrid model of virtual and face-to-face care may work best to deliver EMCH to regional families, but there are important telehealth barriers to overcome

Lack of appropriate applications or devices and data or phone credit

Different telehealth applications used across the family service sector

Lack of knowledge and confidence using applications

Perception that face-to-face is always better



Access to technology

Technology skills

Telehealth attitudes

Overcoming telehealth barriers requires support and a coordinated effort from service funders/governors, practitioners, and families

Ghazarian, A. (2020). *Enhanced Maternal and Child Health nurses' use of telehealth during the pandemic: feasibility of a virtual model of care in regional Victoria*. Centre for Community Child Health, Murdoch Children's Research Institute, Parkville | Watch on [YouTube](#)