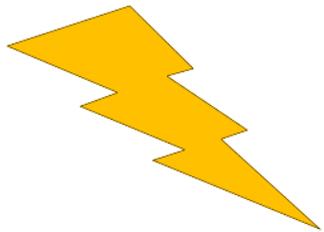


Exeter Children and
Young Peoples
Diabetes Service

69—74

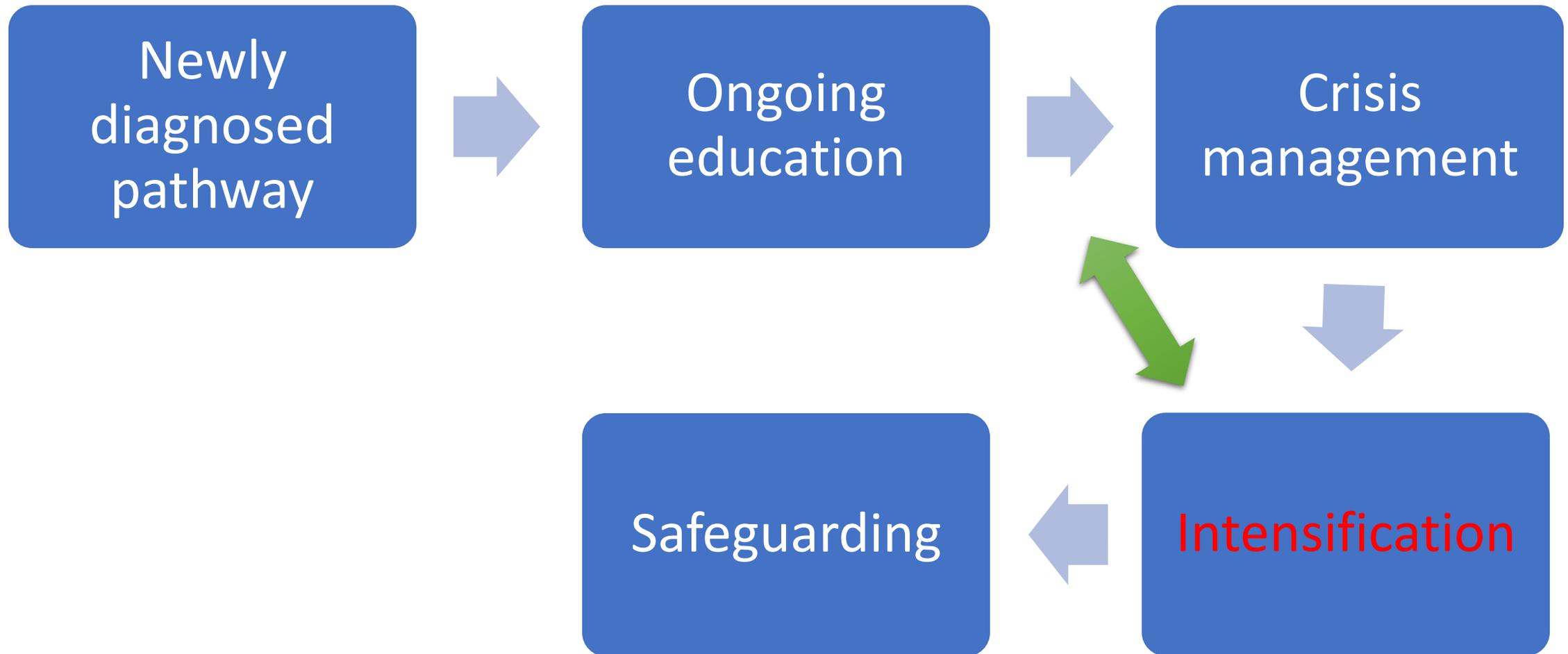


Intensification!

ExCYPDS Quality Improvement Project:

*focusing on the care of
those with HbA1c 69-74
via formal
intensification*

Focus QI on Intensification



Our purpose and our areas of work

Improving the care of those
with HbA1c 69-74

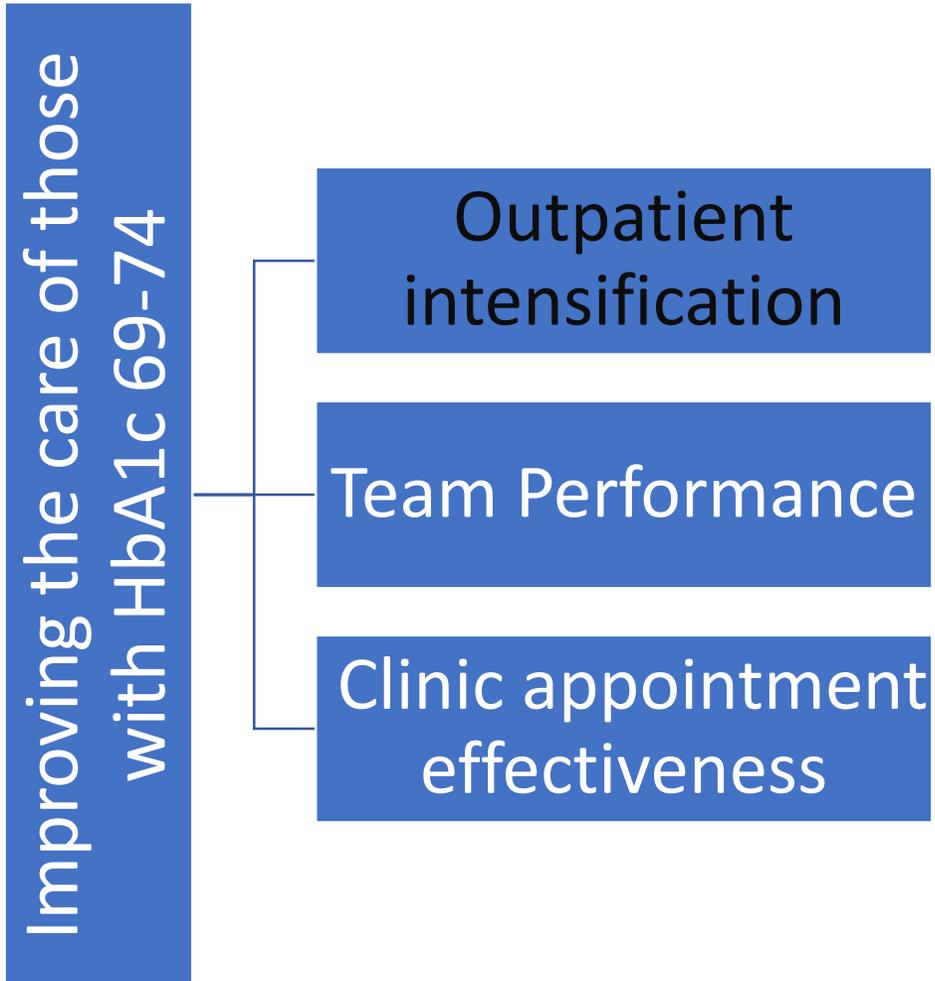
Outpatient
intensification

Team Performance

Clinic appointment
effectiveness

Day 1	Attend clinic and identify need to start high HbA1c pathway
Week 1	Download meter/pump or look at diary and review by home visit
Week 2	Download meter/pump or look at diary and review by phone/email/HV
Week 3	Download meter/pump or look at diary and review by phone/email/HV
Week 4	Attend hospital for MDT review
Week 5	Download meter/pump or look at diary and review by phone/email/HV
Week 6	Self-review blood glucose download and call if you notice a problem
Week 7	Download meter/pump or look at diary and review by phone/email/HV
Week 8	Attend hospital for MDT review
Week 9	Self-review blood glucose download and call if you notice a problem
Week 10	Download meter/pump or look at diary and review by phone/email/HV
Week 11	Self-review blood glucose download and call if you notice a problem
Week 12	Attend hospital for MDT review

The idea we have progressed the furthest with: Outpatient Intensification



Implementing formal outpatient intensification

- Process mapping & system creation
- Education resource creation for individualised approach
- Adherence to process improvement measures

Our improvement journey- the steps we took

Build on existing intensification pathway to

1. Improve HbA1c outcomes
2. Improve patient experience outcomes

- HbA1c band selection for pathway

- team capacity
- individualised, 'new' approach
- Adherence to process

Patient/family survey

- Survey monkey to target group
- Will guide further changes to process map

Creation of tools/processes

- Education resources database
- Nurse held document
- Datasheets

Patient/family exit survey

- To graduates of intensification pathway
- Will guide further pathway change

Other Areas of Work

Improving the care of those
with HbA1c 69-74

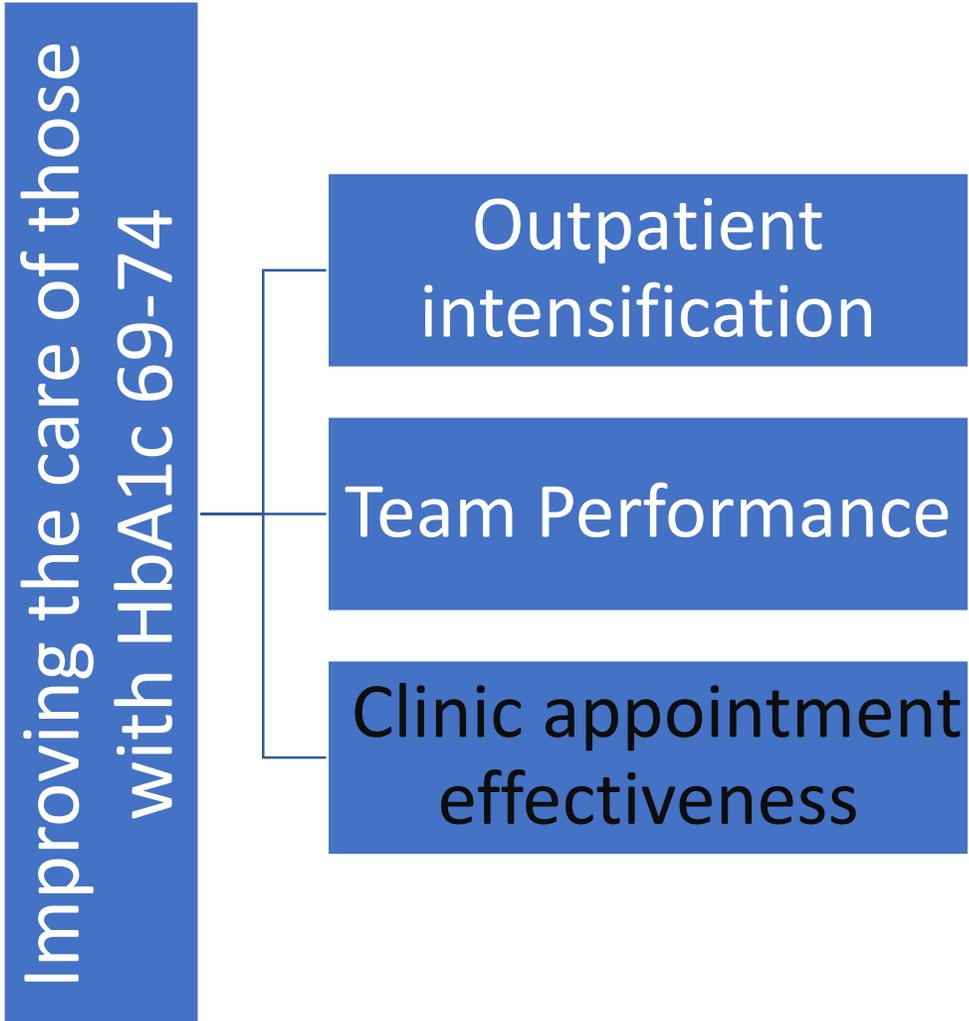
Outpatient
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Team Performance

Clinic appointment
effectiveness

- Focus on MDT meeting
- New proforma for minutes to organise/motivate meeting
- Additional features
- Survey of opinions on changes

Other Areas of Work



- Entry point for intensification
- Engender self-motivation
- Outcome from clinic – clear plan for change

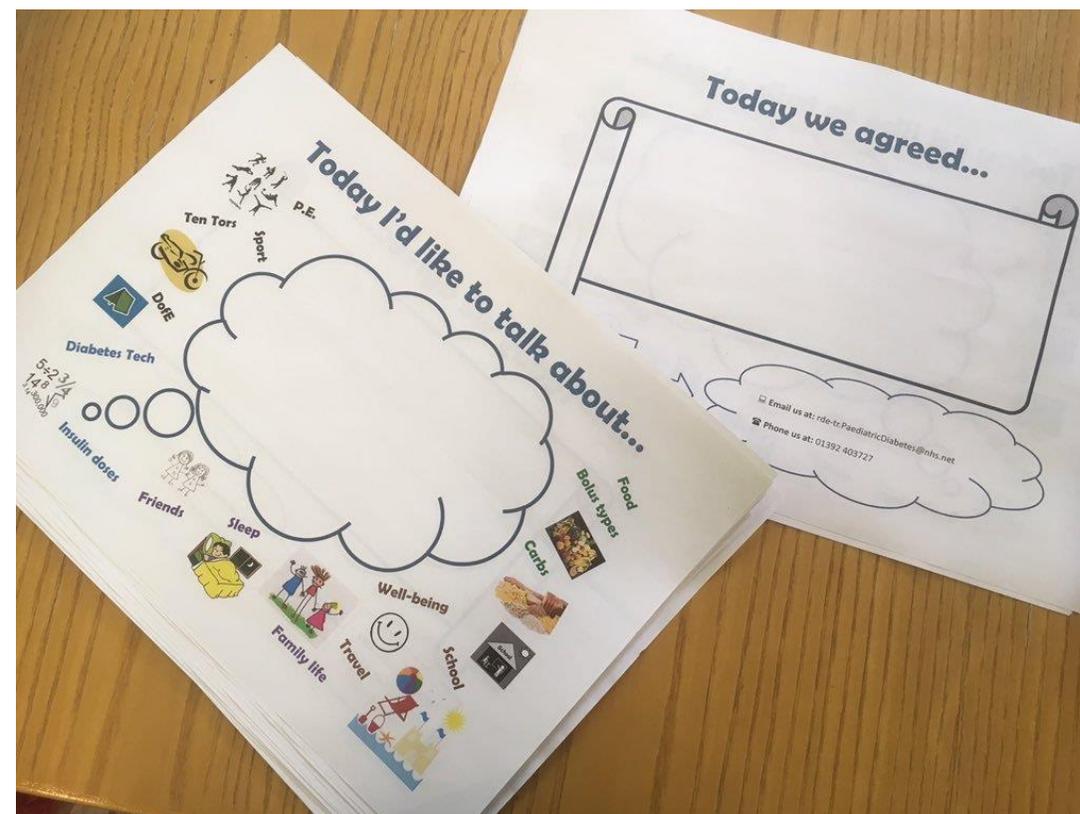
Other Areas of Work

Improving the care of those
with HbA1c 69-74

Outpatient
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Team
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Clinic experience



Other Areas of Work

Improving the care of those
with HbA1c 69-74

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Clinic experience



One barrier that is bugging us

Timescales

12 week pathway

MyCare



vs trust policy

How could others
could help us
understand/
overcome the
problem?

Data- that show the impact so far

- Out Int patient/family 'survey monkey' in progress
- Out Int datasheets
- Out Int exit 'survey monkey' results
- Team 'survey monkey' in progress
- Clinic sheet results coming in

Feedback Run Chart

Date (n = sheets given out)			
1/8/19 (n= 11)	7	3	1
8/8/19 (adolescent)	-	-	-
15/8/19	-	-	-
22/8/19	-	-	-
29/8/19 (n=6)	1	3	0
5/9/19 (n=7)	3	0	0

Number of counters

What have we learnt and how are we building that learning into our daily work

- The *power* of the MDT
 - Proactive approach to problems
 - Energised to take existing ideas, outside of specific QI project, forward