

Cardiff & Vale University Health Board

Our QI Journey So Far



Cardiff & Vale Paediatric Diabetes Team

“Working together, supporting expertise & life without barriers”



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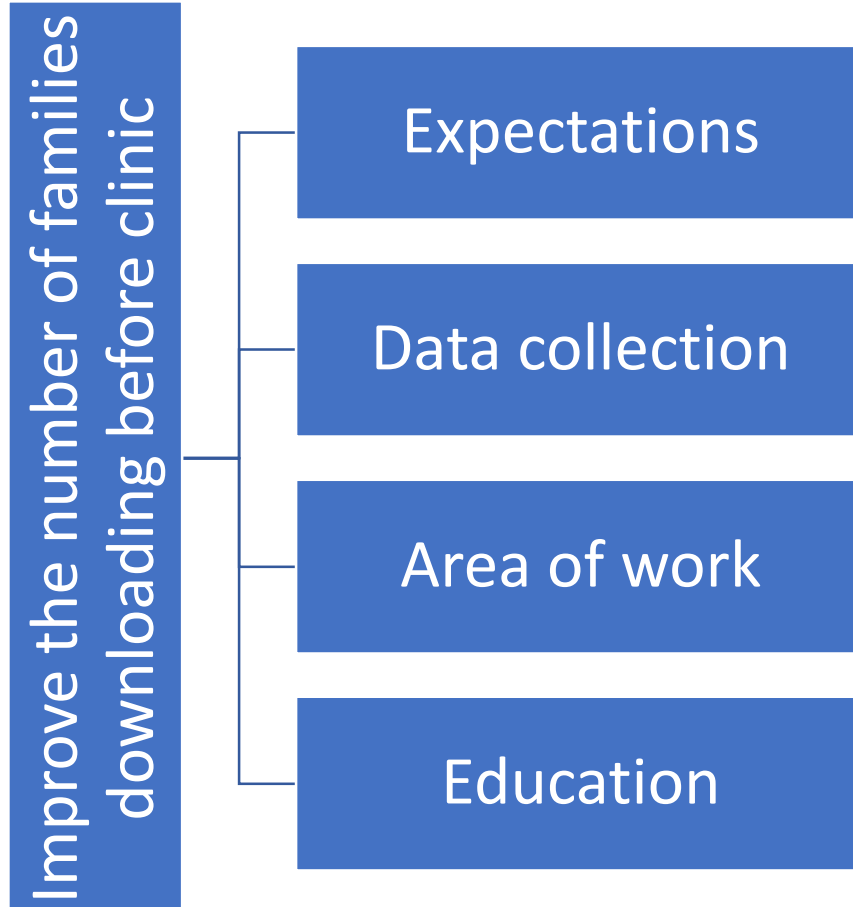
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Our purpose and our areas of work



- Encourage families to download diabetes devices at home
- Record numbers of families currently downloading and plot on run chart
- Establishing barriers to downloading
- Aim to have 60% families downloading within 6 months of launch
- Establish a downloading and interpretation Master class

Our improvement journey- the steps we took



Dec 2018

Recognition that only approx. 1/3 of families downloading BG profiles before clinic visit.

Jan 2019

Troubleshooting with families why unable to download.
We have provide downloading instructions and finding alternative ways to allow this e.g. school

Feb/Mar

Reminders to download added to clinic appointment letters; weekly tweet from @CAVCYPDiabetes
Change to consultation style - CYP taking lead on reviewing download

April


Leaflet sent to all families due in clinic during the month of May

May/June

Offer 'Masterclass downloading session' + involve families who currently regularly make changes – Peer support

Our work - what it was like - what it is like now

Before:



What do we want?

We would like to see all families downloading their children's diabetes devices weekly (blood glucose (BG) meters, insulin pumps, Libre, Dexcom).....

.....but especially the night before clinic

Why do we want it?

Currently only about 3 in 10 families attending our diabetes clinic download regularly (every 1-2 weeks). Downloading and looking at your child's BG information **routinely** allows you to spot patterns in the numbers and make decisions about treatment changes. This should help keep BG levels closer to your target.

Downloading at home the night before clinic helps your appointment run on time.

When do we want it?

We'd like to see this happening straight away...why not make it a new year's resolution?

Not sure how to download?

If you need help with the technical stuff or because you don't have access to a computer please let us know. If you're not sure how to interpret your download ask to be booked onto one of our new 'download masterclass' sessions.

Thank you for your continued support!


Working together - Supporting expertise for a life without barriers - December 2018

Now:


Downloading is easy!

All you need is a computer with a USB port. The team will give you information about how to make an account and download the right software.

Every week, connect your diabetes devices to download your data from them! If you're unsure how to download your devices ask a member of your diabetes team or use the QR codes below.



Diasend **Carelink**



Clarity **Libreview**

No computer at home? Your school should be able to help.

Not sure how to download?


We're here to help! If you're not 100% sure about all the technical stuff, please ask a member of the team.

If you don't know what to do with the information once you've downloaded it, ask to be booked onto one of our new 'Download Masterclass' sessions.

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Working Together, Supporting Expertise for a Life Without Barriers

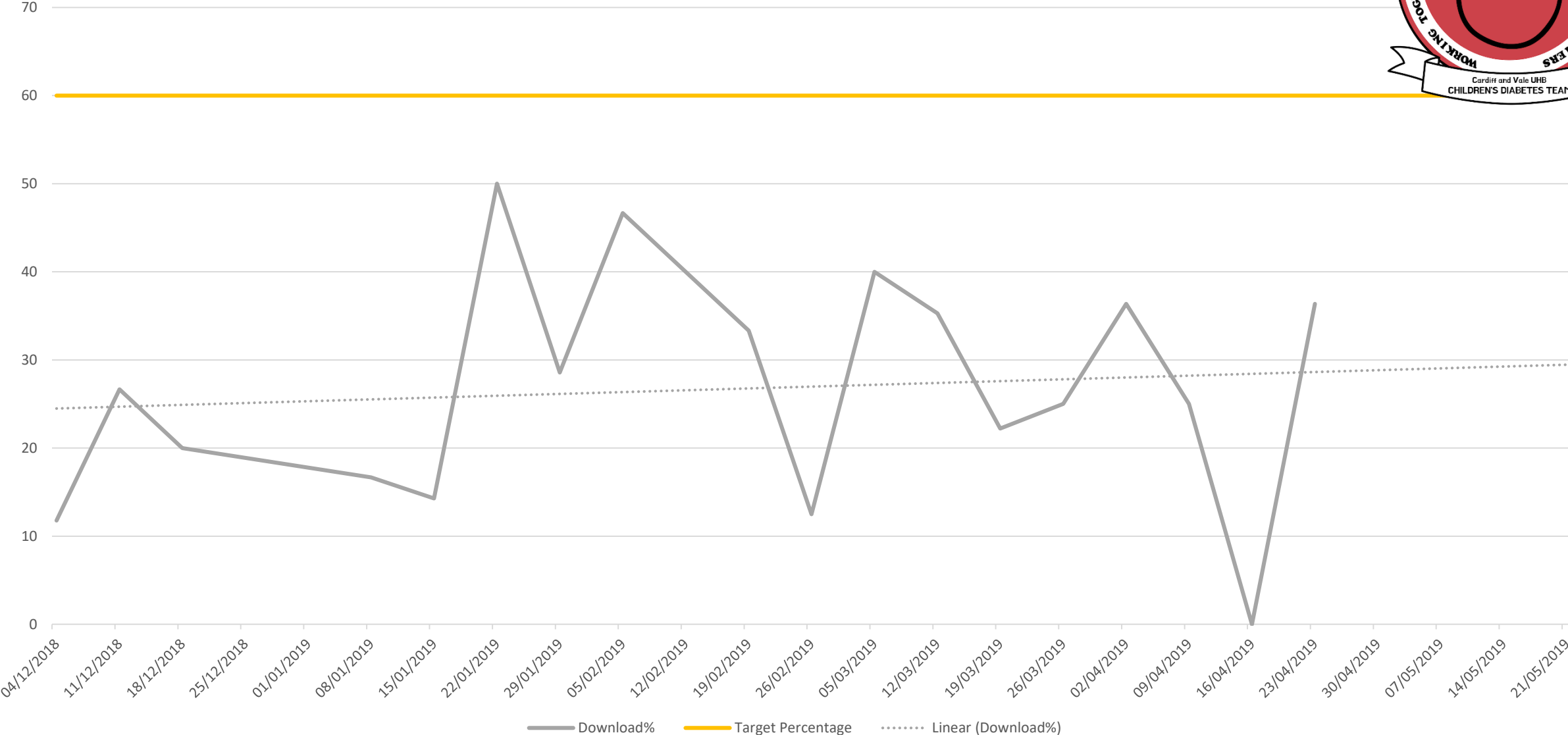
Cardiff and Vale UHB
CHILDREN'S DIABETES TEAM

Downloading info from your child's diabetes devices

Data collection



Percentage of families downloading prior to clinic



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



- Not all families have a laptop/PC
- Not all families have WiFi
- Not all families understand the reasons for downloading at home
- Importance of whole team approach
- Celebrate when things go well
- Engaging schools to facilitate downloading – involving school more in Diabetes care
- Use of SCD charity to fund computer equipment – looking to charity sector for support
- Being explicit about our expectations for families

Thinking creatively!

Barriers



What's bothering us?

- Patient/parent apathy
- Promoting independence
- Concerns of compounding parental burnout
- Time restraints

What we plan to do:

- Delivering the Masterclass using peer support
- VIP model Birmingham CH
- ? Make a video to demonstrate downloading
- Measure any improvements
- Psychological support – ACT group