



TOOLS TO IMPROVE PUMP SKILLS

Quality Improvement Programme Chesterfield Paediatric Diabetes Team

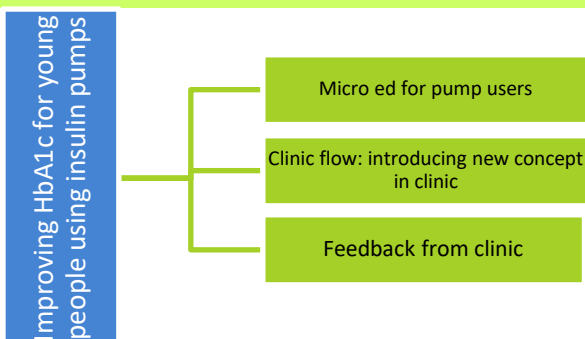
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PURPOSE

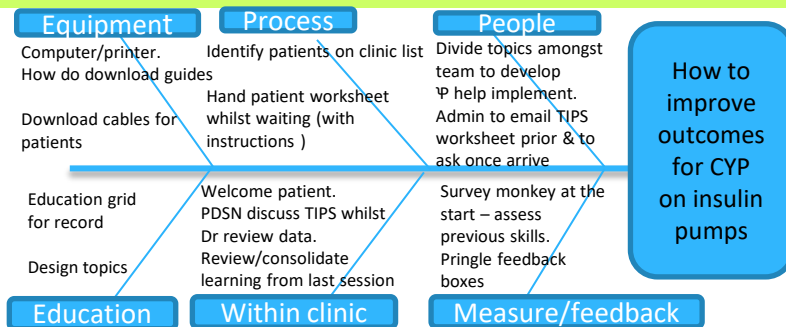
Compassionately educate, support and empower patients to optimally manage their diabetes, considering their emotional well being; enabling the young person to fulfil the life they want to lead.

GOAL → To improve outcomes for young people using insulin pumps

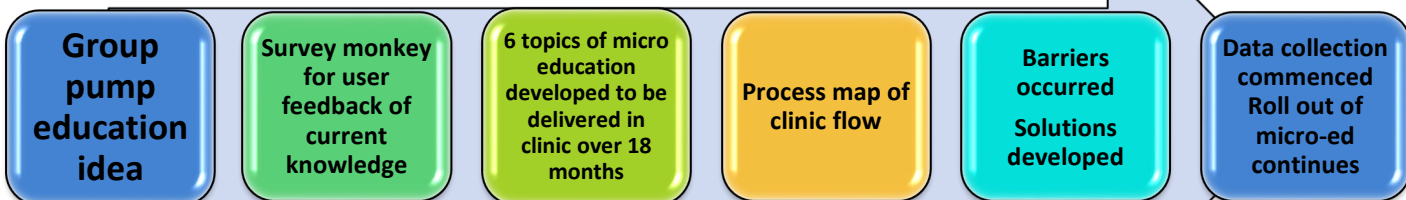
Driver Diagram



Fishbone Analysis



Our improvement journey so far



Our interventions

- TIPS micro-education sessions in clinic.
- 6x 3 month topics (1) **Downloading**, (2) **reviewing basal rates**, (3) **TBR's**, (4) **carb. counting**, (5) **BG patterns and carb ratio adjustments**, (6) **Extended boluses and GI**.
- Consolidation slip of previous topic
- Collecting instant patient feedback in clinic
- PDSAs along the way to improve

Service user feedback

- Overwhelmingly positive comments from families e.g., good to review knowledge even if already familiar with subject matter.
- Instant anonymous feedback in clinic:
 - Pump patients, 95% response rate: 87% said they learned something in clinic, 13% did not
- 91% had a positive experience in clinic, 9% had a negative experience

Bright spots/colleague feedback

- Shared team objective & ownership, keeping focus on improving patient experience and outcomes.
- Increased team time
- Clinic flow process slicker
- Team bring education now into all appointments
- Unexpected bonus - overspill to pen patient appointments, increase in discussions re: downloading meter and sensor

Outcome Data

- Hba1c data so far at 3 months - 62 to 59.5 mmol/mol
- Numbers of who can now download - 51% to 77%
- Monthly downloading at home - 28% to 60%.

POSITIVE RESULTS SO FAR

Further Actions

- Continue delivering micro-ed & measuring data
- Downloading station for those who can't at home
- Disseminate to network and young adult clinic