



Enabling Families to Download Devices & Use Data at Home

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Our Purpose: To increase the number of families utilising their technology fully and uploading devices at home, empowering them to use their information in between clinic visits to improve their diabetes self management

Our improvement journey- the steps we took



Aim

Increase the number of families downloading devices at home and using their information to improve self management (& improve clinic process)

Primary Drivers

Engaging Patients and Families

- New patients educated from diagnosis
- Phase 1: Newly diagnosed
- Phase 2: Paediatric Clinics OEH
- Phase 3: Young Persons
- Phase 4: Outreach clinic patients

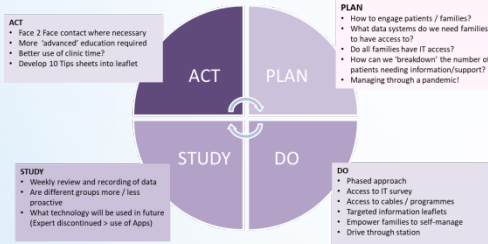
Diabetes Team Staff

- Access to Technology Survey
- Provision of information / education
- Cost Analysis

Children's Centre Staff

- Drive through Outpatient station discussions

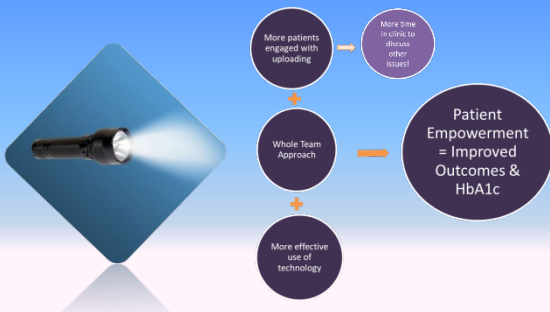
PDSA Cycle



Our Interventions



Bright Spots



Feedback from Families

"Colour coded bar graphs on Diaseen makes it simple for my child to understand their blood glucose data. We can look together at how many tests have been done each day and where we can improve"

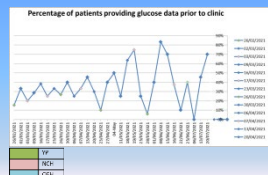
"Using the information from Diaseen is really easy. I like to be able to see a pattern over time that the day to day information"

"I find using the diaseen straight forward and simple. The process of uploading data to computer is relatively just open diaseen.com and computer lets you the two steps you have to do. The data uploaded can be a bit complicated to understand fully but the paediatric team can access this data with their knowledge they are able to offer any advice if needed. The data has gone from 0 items checked to 20 to show any trends in glucose changes. With the Covid restrictions of the past year it was good to know the diabetic team had accurate data regularly by using in monitoring my sons diabetes. I would definitely recommend the Diaseen."

"From a child's perspective the Diaseen data can give them confidence to be independent knowing that if there is a problem, the parents are on hand and can provide support when they are at school. From a parent's perspective this can provide reassurance that the child is having a good time and they are managing well. The Diaseen data provides all of the data on the patient's phone which is simple to use, large, in large font, very visual & graphical format. Data for a longer period. The Diaseen data provides all of the data but can be quite difficult to read initially as it is a large format. But it does have more info. I think it would be useful to print out the graphs to show how well the child is doing, especially when monthly testing from about 10 diabetes. We haven't done this yet, so I'm not sure how long it's in the air."

Outcomes

Record via Excel spreadsheet at each clinic who has uploaded prior to attending



Learning Points

- We now have an established outpatient 'drive through' system
- We can and have adapted well to change (Covid 19)
- Realised that introducing a process from diagnosis is the key
- At start of QI project 24% families were uploading, in July 2021 = 70%
- Our highest number uploading pre clinic = 83% (10 out of 12 families!)
- We still have a long way to go!

Further Actions

"THE FIRST STEP TOWARDS GETTING SOMEWHERE IS TO DECIDE THAT YOU ARE NOT GOING TO STAY WHERE YOU ARE."

'Masterclass' education sessions for families

Whole team approach to patient empowerment
Increase patient & parent involvement