



## L&D Diabetes team QI journey

#### Our team

Dietician: **Consultants:** PDSNs: **Psychologists:** Nisha Nathwani Sarah Edwards Charlotte Bolt Denise Macev Ronald Misguith Meeta Patel Anita Durso Usha Niranjan Pauline Jones

## Purpose:

To provide the families of CYP with diabetes, the education, support and opportunity to enable self care and achieve their full potential.

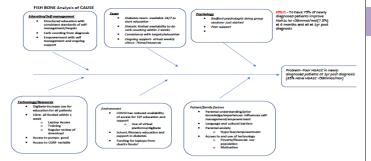
## Our improvement journey- the steps we took

Improve HbA1c Pump Empower self management Newly

3 groups High hbA1C

Plan 2 Focus on Newly diagnosed Education/Sup port Carb counting **Technology Psychology** 

# **Fishbone Analysis**



## **PDSA** cycle

Plan:

## **Education and support at** diagnosis Technology - Digibete & Libre Psychology support

Act:

## Study:

2021 vs 2019-2020 for newly diagnosed Patient engagement / empowerment/satisfaction

Carb counting offered in 2 weeks

Psychology groups sessions

### **Our Interventions**

- PDSN weekend support for newly diagnosed-Jan 2021
- education/download Weekly contacts review/support - April 2020
- Carb counting in 2 weeks-virtual/F2F offered
- Drive through Hba1C -June 2020 onward
- Technology: Digibete/Libre provided at diagnosis + Early Pump therapy if appropriate
- Psychology group sessions attended well

#### **Outcome Data**

PDSN weekend cover → supported enhanced education/prompt discharge; Weekly support → better engagement and improved 'Time in range'

Drive through HbA1C -good uptake (data being analysed)

Improvement in HbA1C for newly diagnosed: Analysis to be done for 2020-2021 Vs 2019-2020

#### **Qualitative Feedback from Families/Colleagues**

#### Patients informal feedback:

- Families reported→ empowerment/ satisfaction from the enhanced weekly support
- Early discharges due to weekend coverappreciated by families and the Paediatric service
- Psychology access and support appreciated

#### **Bright Spots**

Staff dedication

Weekend support & weekly contacts despite challenges

**Innovation** 

Drive through HbA1C from June 2020

**Team** resilience Challenges: staff shortage both nursing +dietetics

Pandemic support - ward/vaccination

#### **Further Actions**

- Analyse current data on improvement in HbA1C
- Continue with regular team meetings
- Adapt weekly virtual clinics for newly diagnosed
  - Use proforma to capture required data
- Measurement of outcomes
  - Time in Range –weekly, HbA1C -3 monthly
  - Patient feedback