

Pandemic propels progress in Diabetic Care

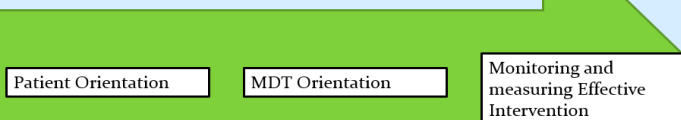
It took a virus to teach us



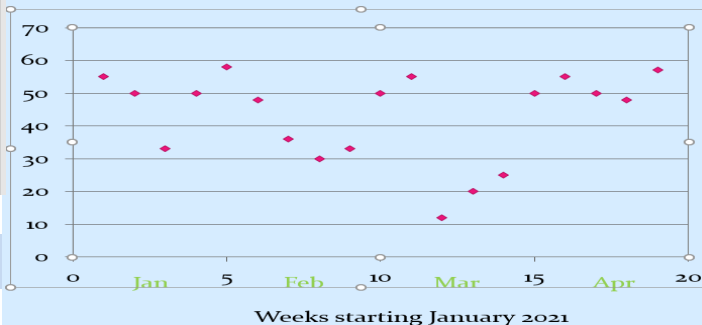
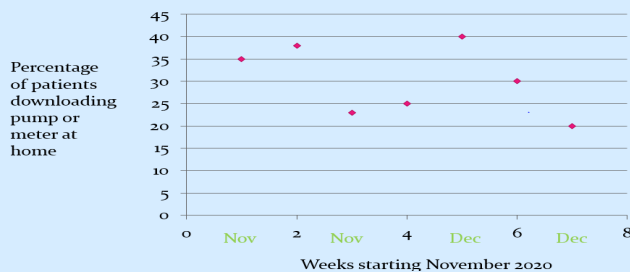
- Paediatricians:** Vijith Puthi, Diana Yong
- PDSNs:** Nikki Dawson, Debbie Donnelly, Katie Brown, Natasha Ardern
- Dietitians:** Claire Home, Gary Davidson
- Psychologist:** Sarah Lenton
- Paediatric Diabetes Coordinator:** Rosemary Jones

Purpose: To improve patient understanding of importance of home downloading of diabetes data

To improve home downloading to 70%



Plotting our progress



Qualitative Feedback from Families/Colleagues

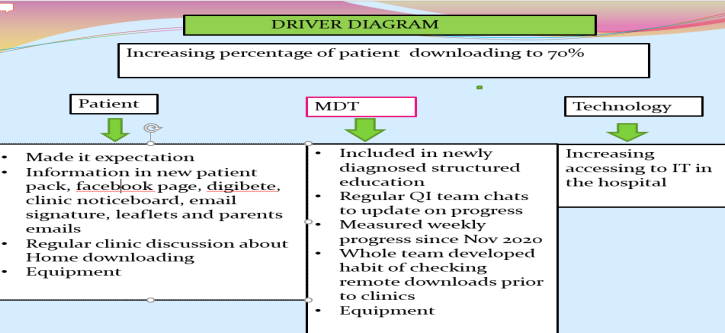
- Increased downloads and Parental satisfaction.
- More effective reviews, quicker and easier.
- Parents finds it easier to discuss the management, reduced travel time, report better diabetes control.

Bright Spots

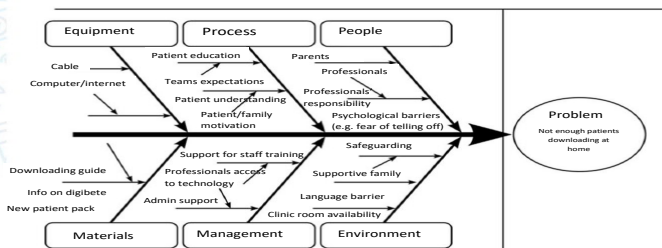
- Individualise the process and improving Holistic care
- Focus on a common goal as a team
- In depth learning of processes
- Practise makes perfect-learn the steps then polish and perfect
- Improved Communication with patients and colleagues

Further Actions

- Aim to increase the downloads to 90% for old and new patients in one year
- Regular MDT input based on the home downloads will hopefully lead to improvement in diabetes control
- Increased admin time and office space to review the home downloads
- Increase in clinic capacity to address issues raised by home downloads
- Encourage and empower Self Interpretation of download data



OUR FISHBONE ANALYSIS



Interventions

- Info in new patient pack
- Team expectation
- Training of professionals
- Commitment of the professionals –effort and time
- Equipment available to patients and professionals
- Barriers to the process-family motivation, understanding, access to technology.
- Management support