

Improving patient care at Southern Health through an innovative approach

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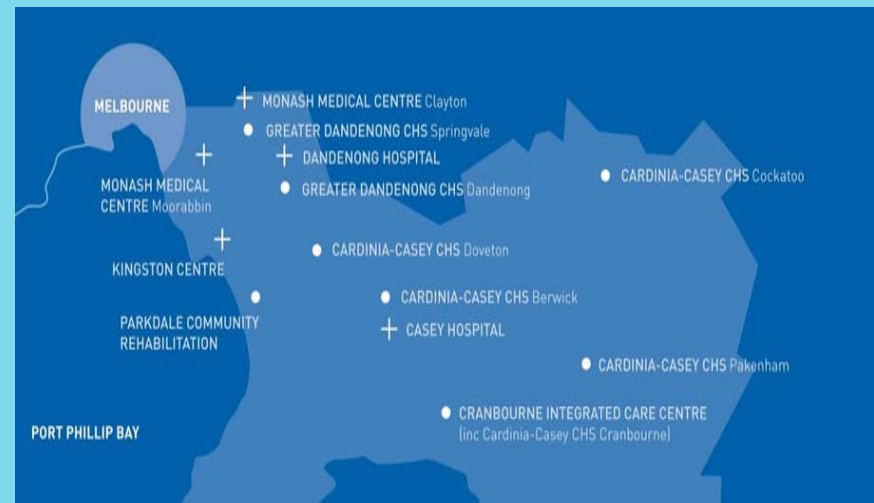
integrity • compassion • accountability • respect • excellence

Southern Health

Better Health for Our Community

Diabetes Services

- 5 acute sites, providing inpatient and outpatient services
- Major services at Monash Medical Centre and Dandenong Hospital
- Services across the spectrum –
pre pregnancy counselling to aged care and rehabilitation
- Diabetes Ambulatory Care for children and adolescents



Education & support



- 2 day Diabetes Management Course
- Diabetes Liaison meetings
- In-service education on request
- Practical workshops
- Graduate nurse programs
- Intern updates
- Diabetes Manual
- Intranet based protocols and guidelines

Preceptor program

- Practice development
- Develop nursing clinical leaders in the wards
- Support and develop advanced clinical skills
- Aim to improve patient care
- Facilitate discharge planning
- Avoid delay in discharge; reduce length of stay
- Plan for safe and effective discharge to avoid readmission

Program

- Collaborative approach
- Support from NUM's
- Division 1 nurse, with identified interest in diabetes
- 2 days per week
- Funded by ward
- 8-12 weeks dedicated in diabetes team
 - Set goals and objectives
 - Relevant project

Goals

- Unit
 - Observe and build confidence to deliver patient education
 - Learn diabetes management & develop clinical skills
 - Complete project
 - Assist in outpatient clinics
 - Resource maintenance
 - In-service at ward level
 - CGMS
 - Working knowledge of SH protocols
- Personal
 - Confidence when conducting own diabetes education session
 - Familiarisation with referral processes
 - Improve skills when working with blood glucose monitoring and insulin devices
 - Acquire more knowledge re diabetes management

Achievements

Ward

- Manages change at ward level
 - Shares knowledge & support with peers
 - Implement care at ward level
 - Facilitates effective discharge
 - Facilitates AH management in preparation for discharge
 - Facilitates communication, ward – Diabetes Team
 - Clarifies career goals
- NUM
 - Resources staff & patients
 - Support & compliment diabetes team
 - Exposure to management
 - Insight into support services
 - Recognition of culture
 - Improved efficiencies at ward level
 - Best practice in diabetes management
 - Individual personal development
 - Recognises may lose staff
 - Extend to other programs

Projects

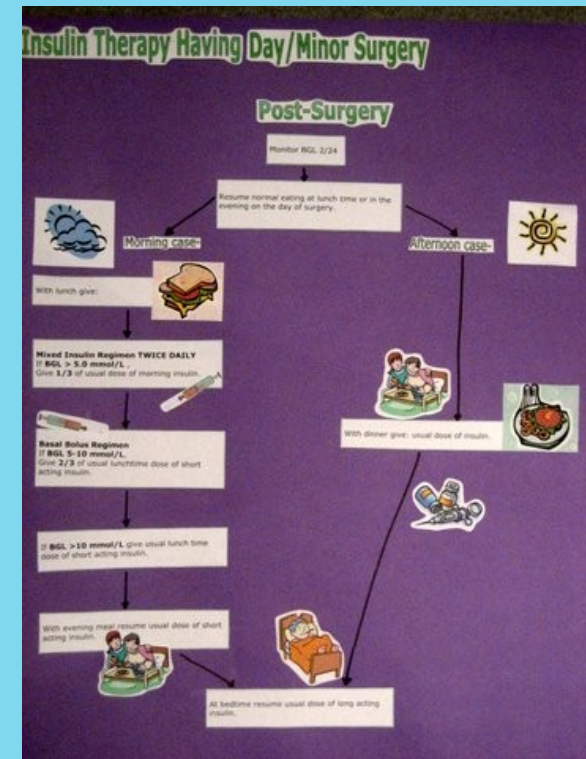
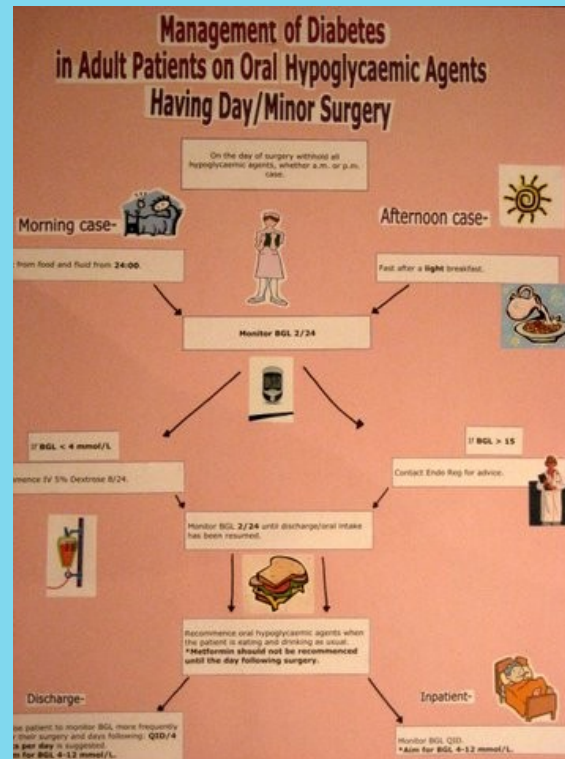
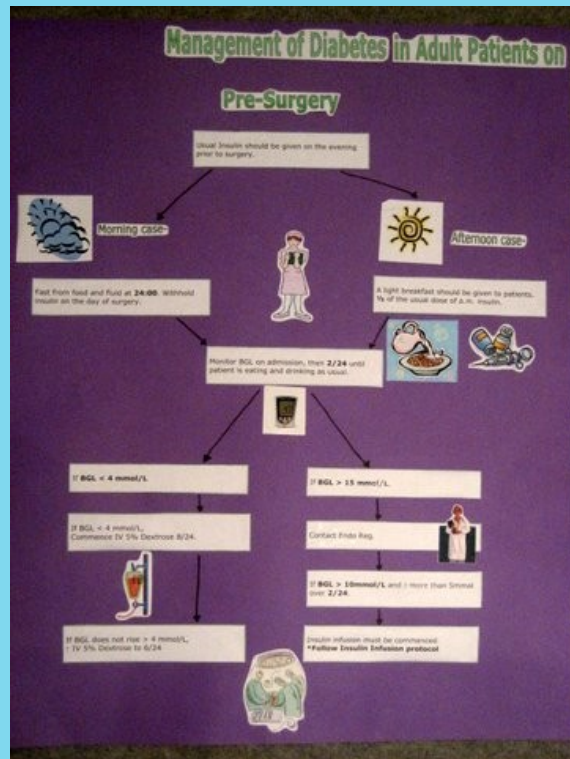
- Referral form
- Hypo posters
- Hypo kits
- In service education
- Flow charts for surgery
- Development staff resources
- Assessment form for newly diagnosed



Project – Referral form

- Southern Health – Dandenong Hospital
- West 4 Diabetes Education Referral Form - Draft
- Fax : 48927
- Diabetes Educators : Siew Li Pg. #7142, Michelle Delves Pg. #7736
- BRADMA
- Ward/Unit: _____ Ext. No. _____ Bed No. _____
- Referral Date: _____ Expected Date of Discharge: _____
- Does the patient require an interpreter? | Yes | No
- _____ If yes, Language _____
- Type of Diabetes: Type 1 Type 2
- Current Diabetes Treatment:
- Diet | _____
- Insulin | type _____ dose _____
- Sulphonyureas | _____ type _____ dose _____
- Metformin | _____ type _____ dose _____
- Current Control : HbA1c - _____
- Monitoring Blood Glucose: | Yes | No Name of Machine: _____
- Frequency of Testing: _____ NDSS Registration: | Yes | No
- Insulin Administration: | Insulin Pen: _____ | Syringe
- Previous Diabetes Education? | Yes | No Location: _____
- Reason for Referral: _____
- _____
- _____
- Name of Referring Person (*please print*): _____

Project – Surgical Ward

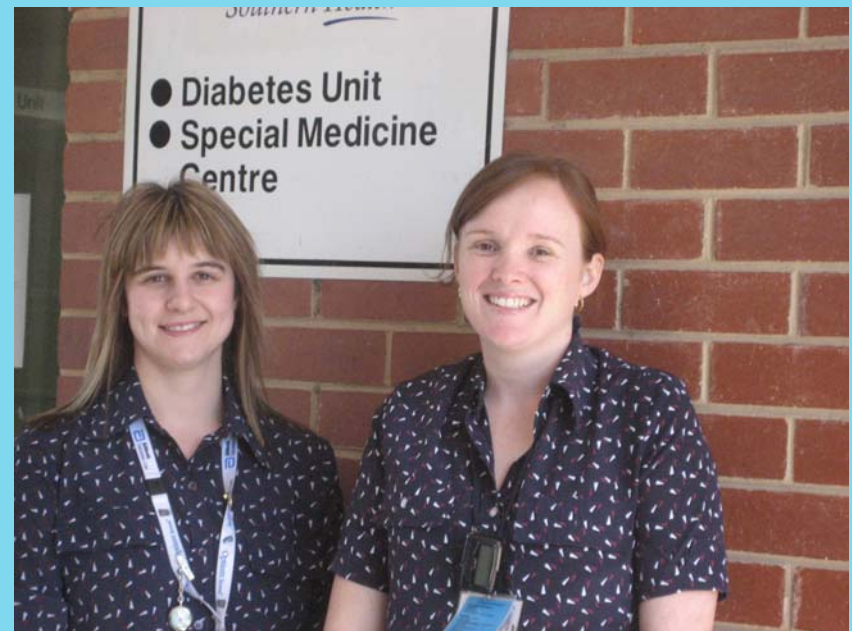


Benefits

- Improved communication between wards and Diabetes Team
- Enthusiasm to participate in the program
- Pride in the team
- Commitment to the ward
- Heightened awareness of diabetes management at ward level
- Early intervention & discharge planning
- Appropriate referral post discharge
- Reduced delay in discharge
- Reinforcement survival skills for discharge
- Additional support for the Diabetes Team

Partnership

- Essential for the NUM/ ANUM to support
- Not funded
- Within budget resources
- Support from Diabetes Team
- Willingness to share knowledge and develop skills
- Long term planning
- Improved collaboration & communication with ward units



The SH Diabetes Team

- This project could not continue without commitment and support from the Diabetes Team

