

Diabetes Nurse Led Clinics: The Gatekeepers to Improved Specialist Access

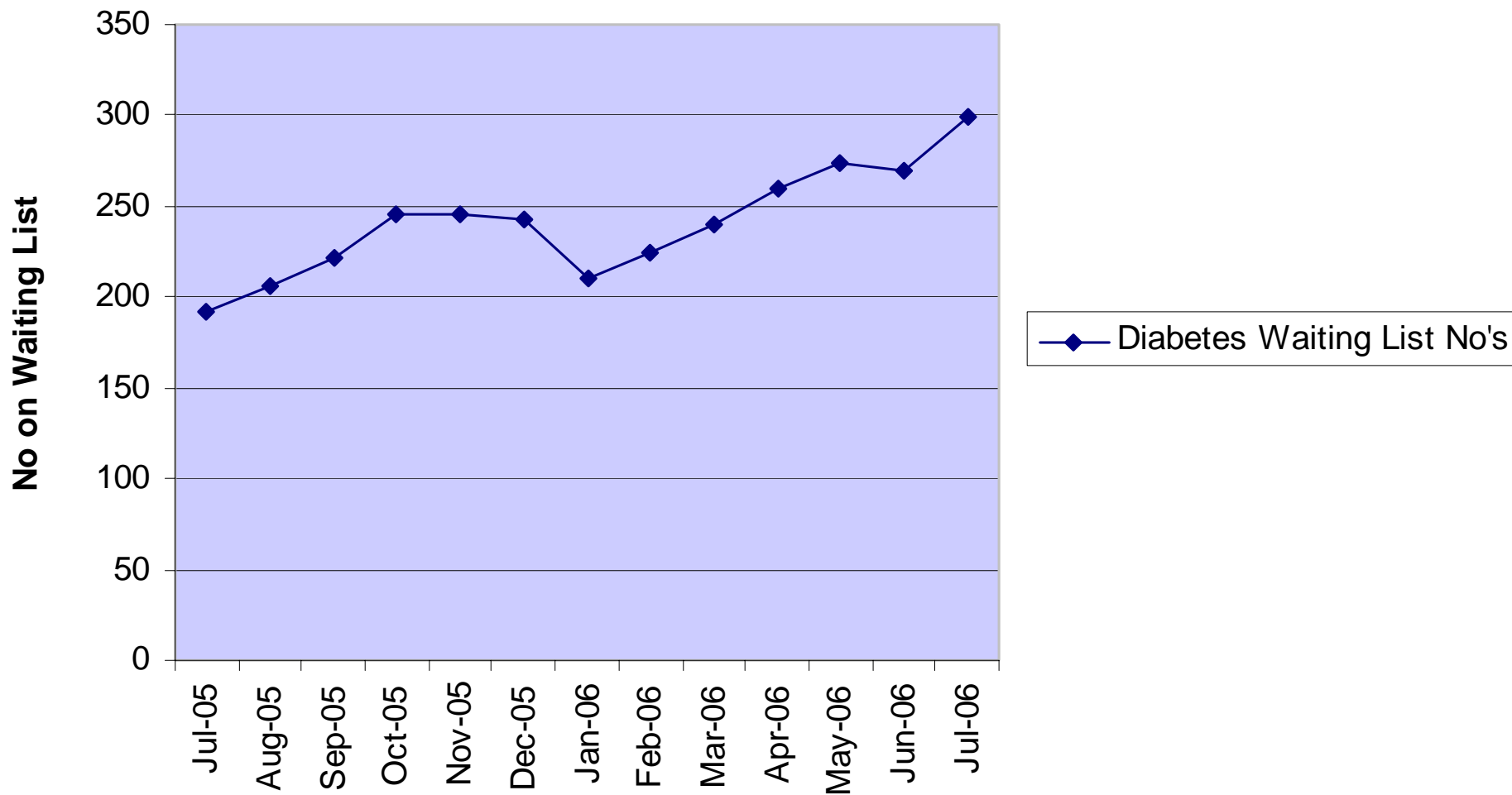
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Princess Alexandra Hospital

Diabetes is on the move.....

- Predicted prevalence of DM worldwide 350 million by 2025
- Approx 1.2 mill Australians with DM
- In Queensland 7% of adults with DM mainly Type 2
- Estimated 1100 Queenslanders diagnosed each month
- Every person diagnosed another remains undiagnosed

Diabetes referrals to the PAH

Diabetes Waiting List No's



QH Waiting List Benchmarks

- **Category 1 – within 30 days** (Condition has the potential to require more complex or emergent care if assessment is delayed)
- **Category 2 – within 90 days** (Condition unlikely to require more complex care if assessment is delayed)
- **Category 3 - >90 days** (condition unlikely to deteriorate)

PAH Diabetes Wait time July 2006

- In July 2006
 - Category 1 2.5 months (<30 days)
 - Category 2 12.0 months (<90 days)
 - Category 3 N/A (>90 days)
- Total 299
- Category 1 11 patients
- Category 2 151 patients
- Category 3 94 patients
- Uncategorised 43 patients

Diabetes Referral from GP/other



Referrals triaged by Endocrinologist and placed on waiting list



Appointment to Endocrinologist

**Category 1 – 2.5 mths
Category 2 – 12 mths
Category 3 – not seen
(July 06)**



Baseline pathology organised by referring doctor



Review by specialist & multidisciplinary team same day (education & complication screening)



Follow-up appointment within 2 weeks if relevant tests not available

Referral letters

3-AUG-07 12:13 PM PH WARD 3 E 07 32405640 P.01
 07 32405640 Princess Alexandra Hospital

REQUEST TO: UNIT: [redacted] WARD: [redacted] RESULTS TO: [redacted]
 URGENT Ph (H) [redacted]
 NON-URGENT Ph (M) [redacted] MC: [redacted] ID:1 Exp:08/2007

REQUEST: **DIABETIC - opo** LAB No. [redacted]

RELEVANT CLINICAL INFORMATION: **H1D DM +2**

PROVISIONAL CLINICAL DIAGNOSIS:

CONSULTANT: **DR. [redacted]** Signed: [Signature] SIA/BA: **Raf. 08.08.07**

RECEIVED TIME: 9. AUG. 12:31

RECEIVED - 9 AUG 2007 EXCEL LIST ✓

DIAG: CAT 1 - 0-30 days
 CAT 2 - 30-90 days
 CAT 3 - after 90 days

Placed on Waiting List

Group admit date Ltr
 18/10 1030
 25/10

DIAG: CAT 1 - 0-30 days
 CAT 2 - 30-90 days
 CAT 3 - after 90 days

RECEIVED - 6 AUG 2007

Placed on Waiting List

RECEIVED TIME: 4. AUG. 4.05 PM URNO

REQUEST: UNIT: ED WARD: ED RESULTS TO: I Ph (H) [redacted] Ph (M) [redacted] MC: [redacted] DATE: 4/8/07 Exp:08/2010

LAB No. [redacted]

RELEVANT CLINICAL INFORMATION: **out patient appointment**

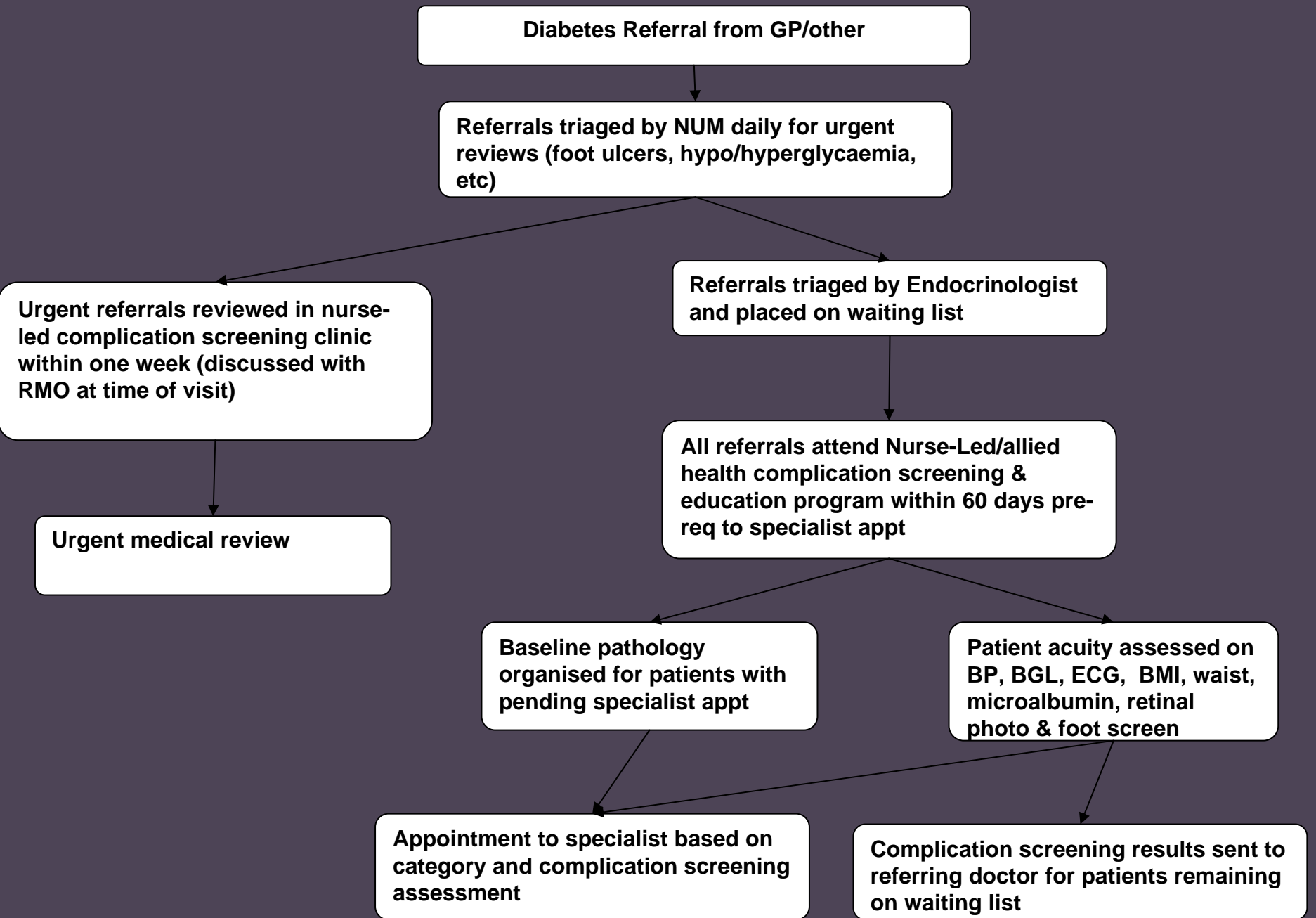
PROVISIONAL CLINICAL DIAGNOSIS: **Type II DM**

CONSULTANT: Signed: [Signature] Status: **RMO**

Handwritten notes: **ED 27/9/07**, **group admit date Ltr 4/10 11/10 1030pm**, **Dr's 8/10/07**, **EXCEL LIST ✓**

Diabetes Nurse Led Clinics

- Introduced July 2006
 - For all diabetes referrals to PAH (started with waiting list)
 - Education & complication screening
 - Group education – Type 2 (2 x 2hr program, multidisciplinary team)
 - Individual education – Type 1, interpreter, mental health illnesses (Diabetes Educator, Dietitian, & Podiatrist)
 - Complication Screening: ECG, BMI, waist, BGL, BP, microalbumin, foot screen, retinal photography (nurse & allied health)
 - Secondary triage: based on patient acuity & complication screening results
 - Organisation of relevant pathology/investigations



Group Education

Session 1	
1pm	BP, BGL, BMI, ECG, waist, Microalbumin, Foot Screen
1.30pm	Diabetes Educator: What is Diabetes
2.00pm	Dietitian: Healthy Eating
2.30pm	Psychologist: Self-care management
3pm	Finish

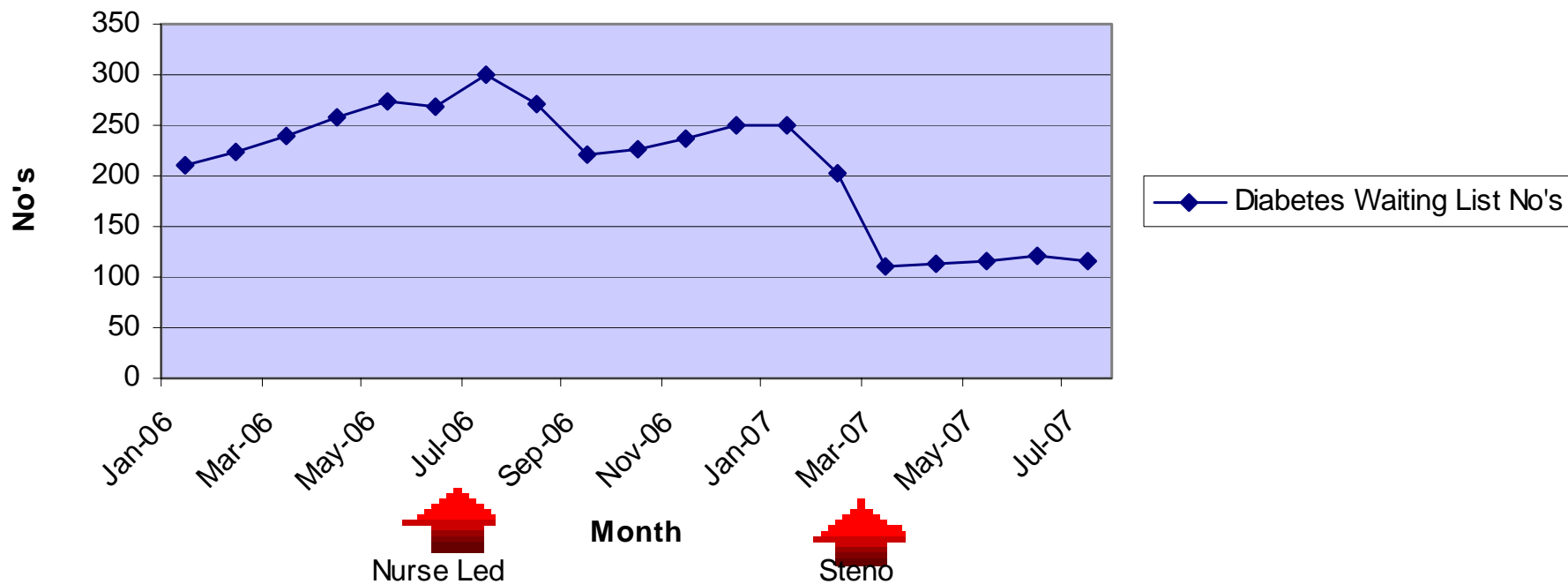
Session 2	
1pm	Retinal Photography
1.30pm	Dietitian: Healthy Eating
2.15pm	Diabetes Educator: Complications of DM
2.30pm	Physio Exercise
2.45pm	Podiatrist Diabetes Foot Care

Diabetes Nurse Led Clinics

- Secondary triage of patient clinical acuity
- Patient education for diabetes survival skills
- Full complication screen for patients waiting Endocrinologist review
- Organise pathology/investigations for specialist review

Diabetes Waiting List PAH

Diabetes Waiting List PAH

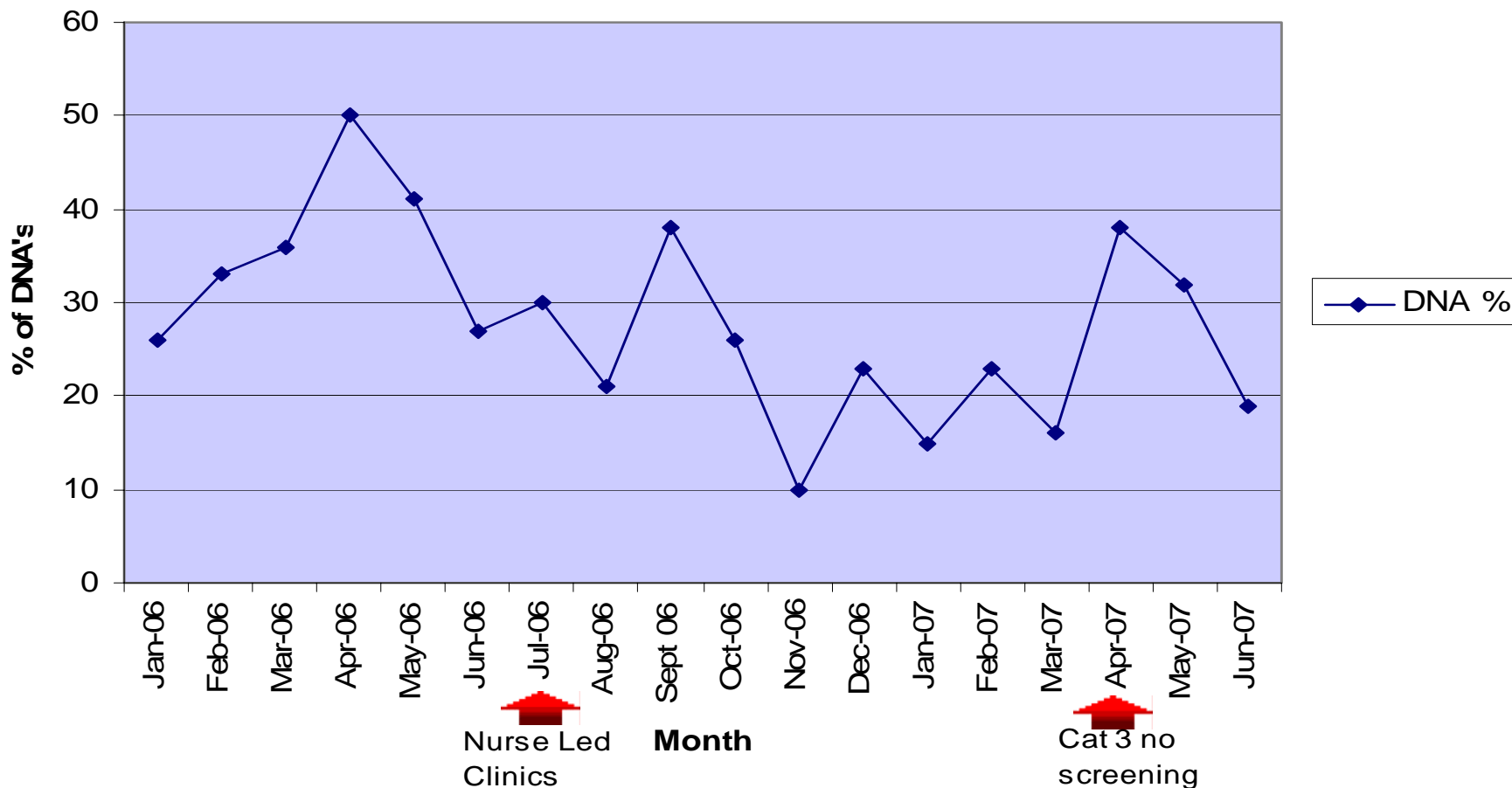


Waiting List Reduction

- Removal of 80 patients from waiting list in 2mths of commencement of Nurse Led Clinics
 - Patient required urgent specialist review
 - Duplicate referral/wrong waiting list
 - Patient moved interstate
 - Appt at another hospital/private endo
 - Patient declined
 - Did not attend Nurse Led Clinic (QH guidelines)

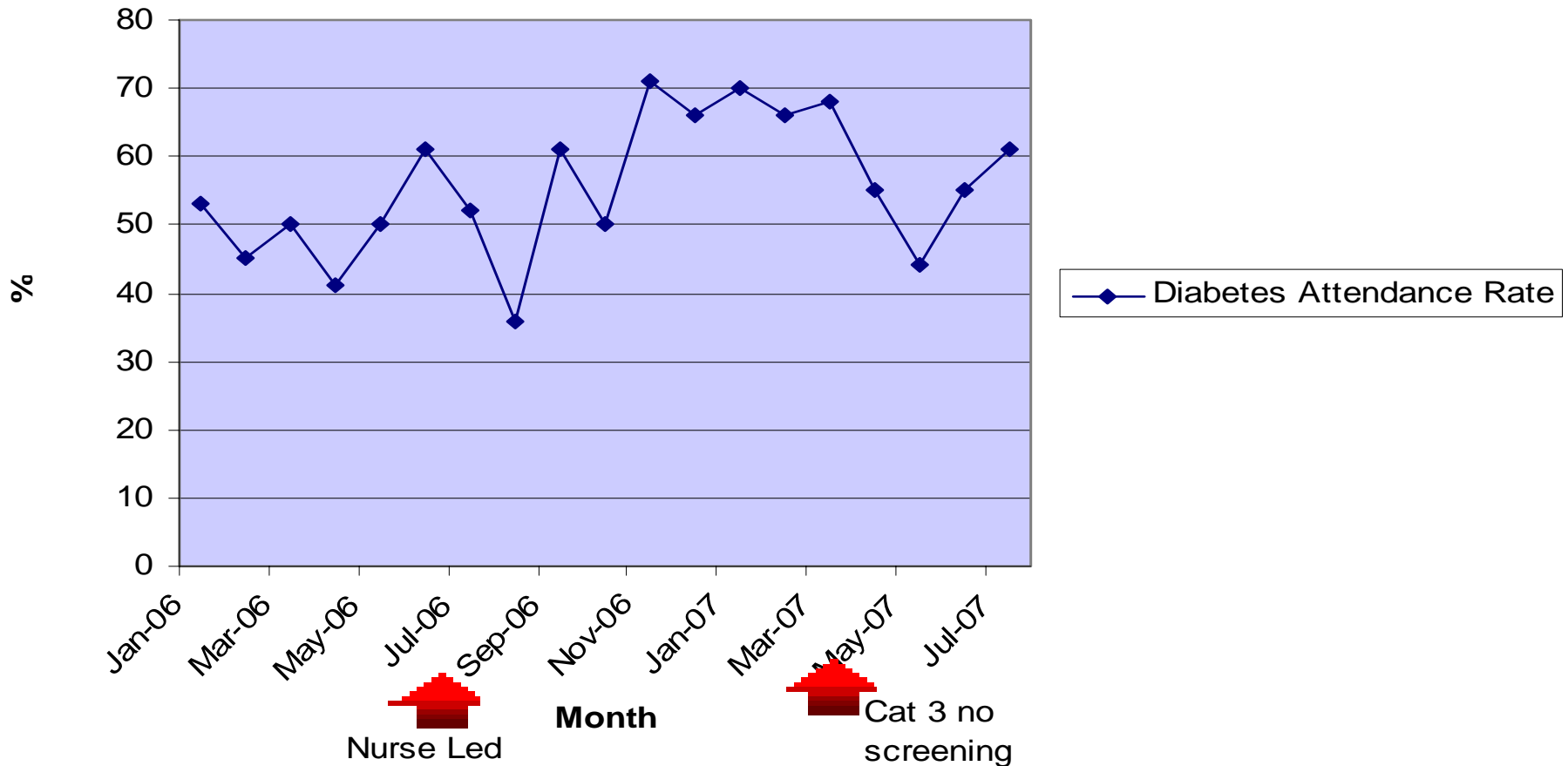
Did Not Attend Rate

DNA rate for Diab New Case Doctor Consults



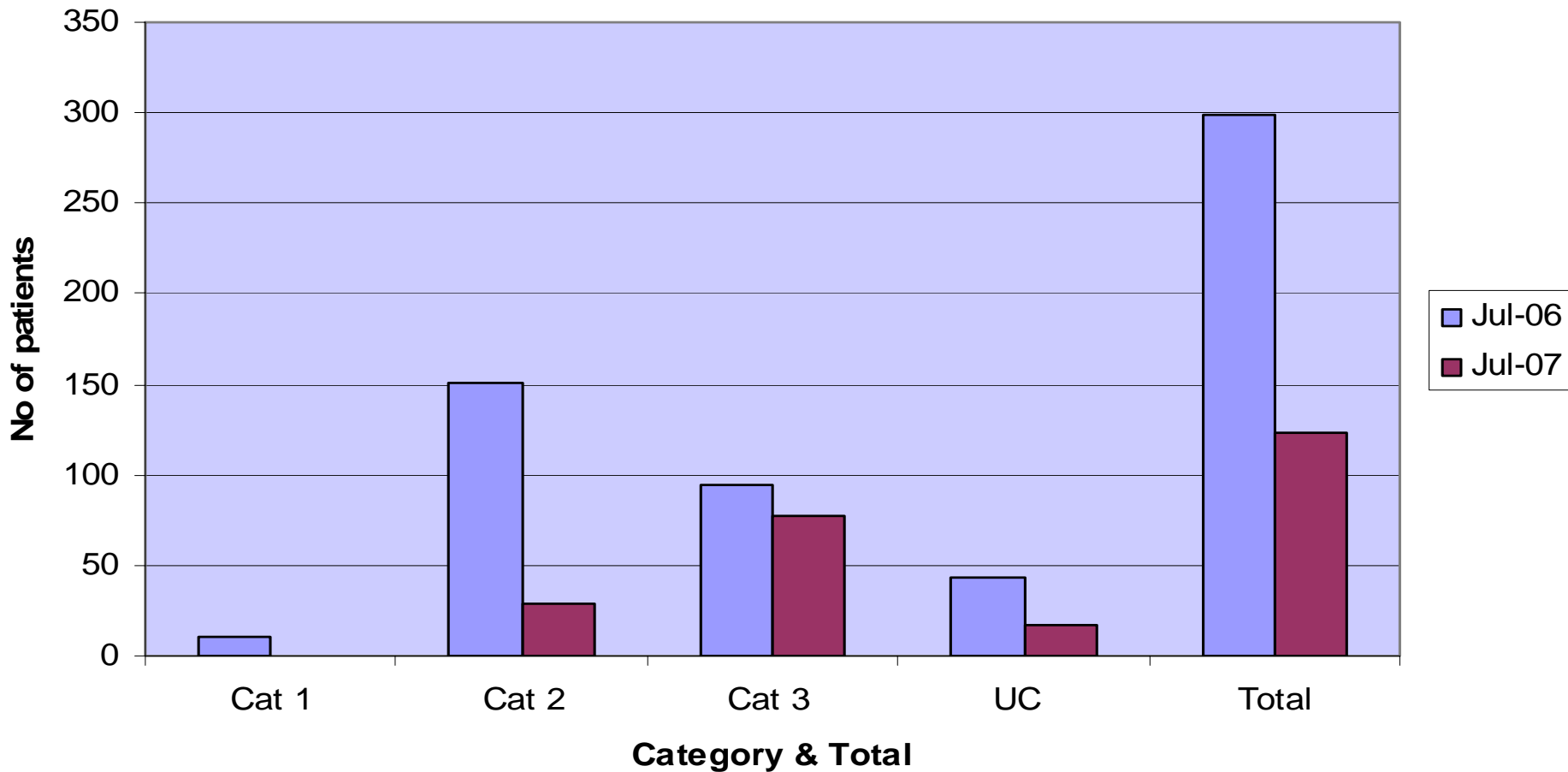
Attendance Rate

Diabetes Attendance Rate %



PAH Wait List Time... one year on

Diabetes Waiting List Jul 06 vs Jul 07



PAH Diabetes Wait time Jul 06 vs Jul 07

July 2006	
Cat 1	2.5 mths
Cat 2	12 mths
Cat 3	N/A
Total	299
Cat 1	11 patients
Cat 2	151 patients
Cat 3	94 patients
UC	43 patients

Jul 2007	
Cat 1	6.4 mths *
Cat 2	1.7 mths
Cat 3	13.5 mths
Total	115
Cat 1	1
Cat 2	19
Cat 3	79
UC	16

In Summary Nurse Led Clinics:

- Innovative use of resources
- Improves optimisation of specialist appts
- Secondary triage system for patient acuity
- Improve patient outcomes and timely access to specialist services