



**Health**

Hunter New England  
Local Health Network

# Clinical Redesign & Flow Improvement Strategies – HNE Diabetes Services Tamworth

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# Hunter New England Local Health District



# HNE Diabetes Service, Tamworth



# HNE Diabetes Service - Overview



## HNE Diabetes Services :

- Clinical Nurse Consultant – 1.0 fte
- Diabetes Nurse Educators – 2.0 fte
- Dietitian – 1.0 fte
- Administration Officer – 1.0 fte

## Visiting Services

- Physicians
- Ophthalmologists
- Podiatrist
- Paediatricians
- Paediatric Endocrinologists



# Service Types



- Assessment and education of clients
- Provision of multidisciplinary clinical expertise to TRRH Paediatric Diabetes Clinic, Children's Hospital/JHH Paediatric Outreach Diabetes Clinic, TRRH Adult Diabetes Clinic
- Provision education and consultancy services to other health professionals
- Forming partnerships with other service providers to ensure provision of integrated services to clients

# Aim



To develop and implement a Diabetes Service Model and supporting procedures to reduce wait times for priority clients including discharging clients back to General Practitioners for ongoing management

# Nature of the Problem



- An estimated two million Australians have pre-diabetes and are at risk of developing type 2 diabetes
- Type 2 diabetes continues to be the fastest growing chronic disease in Australia
- The cost to the Australian healthcare system is estimated at least \$3 billion
- Diabetes is the sixth leading cause of death in Australia

# Extent of the Problem



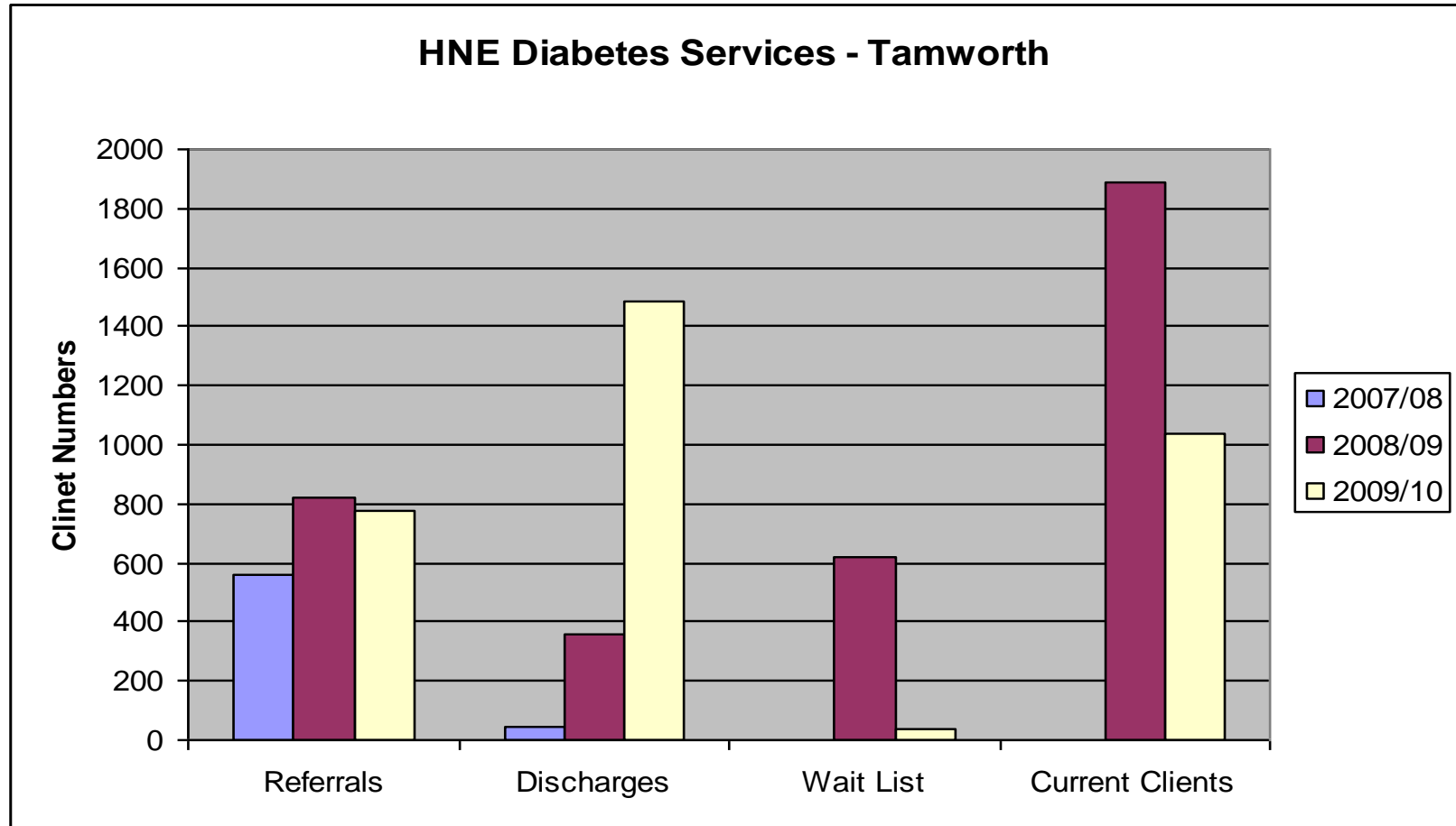
- Previous service model
- Little change in staffing profile
- Clinicians reported large workloads
- 2007/2008 556 Referrals, 46 discharged
- June 2009 1890 active clients accessing the service

# Planning and implementing solutions



- HNE Diabetes Services Plan 2008 - 2012
- Clinical Service priorities developed
- Updated service brochure
- Intake and discharge procedure
- Action plan developed to streamline wait lists and active clients list
- Newly diagnosed Type 2 discharged to GPs
- Newly diagnosed Type 2 generally seen in groups

# Outcomes





## Client

- Reduced wait times, particularly if you were complex and high risk
- Right place, right care, right time – Clinical file audit clinical priorities 9.6% vs 26%

## GPs

- Reduced wait times
- Development of diabetes clinics

# Sustaining change



- Team Meeting agenda
- Audit and evaluate intake & discharge procedure
- Orientation of new staff
- Community education programs
- Tamworth Community Health Service Directory
- Adaptation in other services
- Consideration of area wide Diabetes procedure

# Acknowledgements

