



National Diabetes Services Scheme (NDSS)

NDSS projects

The 2014-15 NDSS projects consolidated and built upon the work completed by ADEA in 2013-14.

ADEA would like to acknowledge the contribution of CDEs participating in the NDSS Projects Reference and Working Groups.

Fitness to Drive Rollout

The Fitness to Drive Rollout project was to disseminate the *Support for Health Professionals in the assessment of a person with diabetes and their fitness to drive* online module, developed to ensure health professionals are equipped with up to date knowledge on the *Assessing Fitness to Drive for commercial and private drivers; Medical Standards for Licensing and Clinical Management Guidelines a resource for health professionals in Australia*. The online module was targeted at Primary Health Care Nurses and Diabetes Educators.

There were some delays in the roll out due to the lengthy approval processes by the Department of Health. ADEA utilised this time to enhance the online theoretical module with the development of a series of videos to provide participants with strategies and tips on how to have a conversation with a person with diabetes around their obligations regarding driving. Videos will also provide advice on the importance of person-centred care and ideas on appropriate language to use during consultations.

These videos will be hosted together with the *Support for Health Professionals in the assessment of a person with diabetes and their fitness to drive* online module on the ADEA Learning Management System.

Post implementation and sustainability of 2013-14 NDSS funded projects

The aim of the post implementation and sustainability of 2013-14 projects was to enable ADEA to review, maintain and update these projects to ensure that health professionals have the latest evidence on best practice care for people with diabetes.

One of these projects was the development of an online module on *Subcutaneous Continuous Insulin Infusion (SCII)* and *Continuous Glucose Monitoring Systems (CGMS)*. During 2014-15, ADEA, together with a working party, developed a *Clinical and Professional Framework for the management of Continuous Subcutaneous Insulin Infusions (CSII) and Continuous Glucose Monitoring Systems (CGMS)* intended to complement the CSII and CGMS online courses and provide CDEs with a framework adding to the knowledge gained from completing the online course with practical supervised experience. This resource will be hosted together with the CSII and CGMS online modules on the ADEA Learning Management System.

Other post implementation and sustainability projects were:

- Implementation of development of an e-learning program to improve information for *Practice Nurse care and referral of patients with complex diabetes care needs*.
- Implementation and promotion of the current ADEA information sheets (previously known as position statements) and the development of two new information sheets.

Person-Centred Care Project

In 2013-14 ADEA completed two pieces of work - revision of the *Person-Centred Care for people with diabetes information sheet* and the development of a *Health Literacy for people with diabetes information sheet*. The completion of these information sheets formed a framework for Credentialed Diabetes Educators to ensure people with diabetes are at the centre of their health care journey and are involved in all aspects of their care.

To fully utilise the information sheets, ADEA developed resources to assist Credentialed Diabetes Educators to adopt a health literate, person-centred care practice.

Two key resources developed through the project include:

- A dedicated Person-Centred Care website.

This website will be hosted within the ADEA website and include links to relevant external websites as well as a repository for resources developed by ADEA within the project.

- An evaluation tool

To understand how CDEs can provide person-centred care, they need to understand consumer or patients' views. The self evaluation tool includes a set of indicators or key components of person-centred care. These indicators can be used by CDEs to assess how health literate and person-centred their practices may be and to highlight areas of improvement. Consumers can also use the indicators to evaluate the practice or diabetes clinic.

The indicators have been informed by literature reviews and a formal consultation process, as well as being mapped against evidence based Australian and International guidelines, and literature specific to person centred-care in diabetes.

Toni Rice
NDSS Project Officer

Medical, Education and Scientific Advisory Council (MESAC)

The Medical, Education and Scientific Advisory Council (MESAC) is a requirement of the 2011-16 National Diabetes Services Scheme (NDSS) Agreement between the Commonwealth of Australia (Department of Health and Ageing) and Diabetes Australia for the NDSS. The role of MESAC is to provide advice and strategic direction on medical, education and scientific matters to inform the development and delivery of the NDSS. This helps to ensure that national NDSS products, programs (such as National Development Programs) and services (such as NDSS Registrant Support Services) meet appropriate standards, and deliver optimal outcomes for people with diabetes.

MESAC is supported by two part-time MESAC Officers – Helen Vaughan representing the ADEA and Natalie Wischer representing the Australian Diabetes Society.

MESAC membership consists of 3 Endocrinologists, 3 Credentialed Diabetes Educators and 2 Consumer representatives who volunteer their time and expertise to review products, programs and services funded under the NDSS.

In 2014-15, MESAC conducted 34 reviews which included:

- providing recommendations on registrant access to insulin pump consumables (type 2 diabetes);
- reviewing guidelines for consulting skills; assessing educational brochures for inpatients;
- reviewing guidelines for hospital nutrition management,
- reviewing education materials for registrants of the NDSS (including those developed as part of the National Development Programs),
- reviewing online or paper based education modules for health workers, and
- reviewing health professional organisation position statements and clinical guides.

Helen Vaughan
Director NDSS

Disaster Planning and Management National Development Program

ADEA received funding under the National Diabetes Services Scheme (NDSS) Head Agreement, held between the Commonwealth Department of Health and Diabetes Australia for the Disaster Planning and Management National Development Program. The funding is until June 2016.

The key goal of the program is for people with diabetes to have information and access to resources to ensure that they can maintain self-management of their diabetes during a natural disaster. This includes supporting people with diabetes, as well as those who provide services during and after a natural disaster through developing a coordinated approach and providing advice on appropriate preparation and response during an emergency, recovery and reconstruction phases of a disaster. Preparation and early access to information are some of the requirements for improving disaster responsiveness among people with diabetes.

This past year has seen the Disaster Planning and Management Program focus on stakeholder consultations. These have been held with consumers, emergency management personnel and the not-for-profit sector, namely the Salvation Army and The Red Cross who are heavily involved in emergency management.

The Program consists of three key projects

Project 1: Prepare. Act. Survive.™ Self-management planning to assist people with diabetes before, during and after a natural disaster. This project is targeted to Registrants of the NDSS as well as people with diabetes.

A number of resources have been developed this year. These include 'My Diabetes Emergency Plan': a flyer for people to record their personal information and important contacts, a place they can record a detailed list of their medications and schedule. This also includes a checklist for preparing an emergency kit. A poster has also been developed entitled 'Make a Plan. Manage Diabetes in an Emergency'. This poster will be available for use in pharmacies, GP waiting rooms and for other healthcare professionals,

including Credentialed Diabetes Educators. It lists places that people can access the My Diabetes Emergency Plan. A set of Frequently Asked Questions has also been developed entitled 'Managing Diabetes in an Emergency' which complements the Plan and provides some assistance on how to complete the plan.

These resources will be translated into Cantonese, Mandarin, Vietnamese, Turkish and Arabic. These languages are consistent with other culturally and linguistically diverse resources developed under the NDSS.

These resources will be launched in line with the 2015 bushfire and storm season.

Project 2: The needs of people with diabetes and other chronic diseases in natural disasters – A guide for state and local governments, emergency management services and the not-for-profit sector.

This project has seen the development of a set of guidelines to assist local and state government emergency planning departments, emergency management personnel and the not-for-profit sector on the needs of people with diabetes and other chronic conditions. During consultations, it was evident that there was a lack of information available on the specific needs of this group of people. It is envisaged these guidelines will be used as a basis for planning at the local and state level.

These guidelines have been drafted and will undergo a further consultation process with emergency management personnel before being finalised.

This guide will be launched in line with the 2015 bushfire and storm season.

Project 3: Education and promotion for healthcare professionals on the self-management needs of people with diabetes before, during and after a natural disaster.

This project will be the focus for 2015-16 and will see a number of resources developed for healthcare professionals produced using the well tested materials from above.

Louise Gilmour
National Program Leader:
Disaster Planning & Management