

National Diabetes Services Scheme (NDSS)

NDSS Projects

NDSS Project Manager: Toni Rice

In the final years of the 2012-16 NDSS Funding Agreement, the NDSS projects consolidated and built upon the work completed by ADEA in the previous two years.

Person-centred Care Project

Two key resources developed through the Person-centred Care project were further enhanced during 2015-16: the Person-centred Care website and the Person-centred Care Toolkit.

Person-centred Care Website

The Person-centred Care website is hosted within the ADEA website and includes links to relevant external websites as well as a repository for resources developed by ADEA. Throughout the year, ADEA has continued to add new resources to the website.

Person-centred Care Toolkit

To understand how credentialled diabetes educators can provide person-centred care, they need to understand consumer or patients' views. The ADEA Person-centred Care Toolkit, developed through the Person-centred Care project is based upon a set of 10 Person-centred Care Principles. These principles can be used by CDEs and other health professionals to assess how health literate and person-centred their practices may be and to highlight areas of improvement. Consumers can also use the Principles to evaluate their CDE or diabetes clinic.

The 10 Person-centred Care Principles have been informed by literature reviews, 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.

There are three components which make up the Person-centred Care Toolkit:

1. A Quality Improvement Tool for Credentialled Diabetes Educators
2. A Consumer Interview
3. A Consumer Survey

There has been strong interest from other health professional groups to adapt the Person-centred Care Toolkit for their members.

Person-centred Care Webinar

A webinar was held in June 2016 to introduce the Person-centred Toolkit to credentialled diabetes educators and highlight the tool for quality improvement and to identify strategies to ensure the delivery of genuine person-centred care within their practice. The recording of the webinar is available on the ADEA Learning Management System.

Patient Education for Insulin Pump Therapy (IPT) for Adults with Type 1 Diabetes

The *Patient Education for Insulin Pump Therapy (IPT) for Adults with Type 1 Diabetes* resource was developed by a working group of credentialled diabetes educators and informed by a literature review. The resource will form part of a suite of documents developed for diabetes educators and credentialled diabetes educators on insulin pump therapy.

This resource, hosted on the ADEA Learning Management System will provide CDEs with information on educating people with type 1 diabetes commencing and stabilising on IPT.

Post Implementation and Sustainability of 2013-15 NDSS Funded Projects

The aim of the post implementation and sustainability of previous projects was to enable ADEA to review, maintain and update the projects completed in 2013-14 and 2014-15, to ensure that health professionals have the latest evidence on best-practice care for people with diabetes.

The included projects are:

- An online module on *Subcutaneous Continuous Insulin Infusion (SCII) and Continuous Glucose Monitoring Systems (CGMS)*
- An online module on *Clinical and Professional Framework for the management of Continuous Subcutaneous Insulin Infusions (CSII) and Continuous Glucose Monitoring Systems (CGMS)*
- An online module on *Primary Health Care Nurses' care and referral of patients with complex diabetes care needs*
- *Support for Health Professionals in the assessment of a person with diabetes and their fitness to drive* online module and associated videos

These resources are hosted on the ADEA Learning Management System.

Evaluation of NDSS Funded Projects

ADEA engaged an independent consultant to evaluate the projects developed by ADEA under the 2012-16 NDSS Funding Agreement.

The consultant reviewed each of the projects and provided a report that outlined all the resources were of an extremely high educational standard and were appropriately designed to meet the needs of the relevant health professionals.

The report also highlighted that all resources were designed to build on

existing national guidelines and standards and avoided duplication with resources that were already available. The report concluded that the requirements of the NDSS objectives as outlined in the funding agreement were met.

Useful link

ADEA E-learning Management System:
<https://learning.adea.com.au>

Medical, Education and Scientific Advisory Council (MESAC)

MESAC Manager: Louise Gilmour

MESAC is a requirement of the 2012-16 National Diabetes Services Scheme (NDSS) Agreement between the Commonwealth of Australia (Department of Health) 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.

In 2015-16, MESAC was supported by two part-time MESAC Officers – Helen Vaughan and most recently Louise Gilmour, representing ADEA; and Natalie Wischer and most recently Leanne Mullan, representing Australian Diabetes Society.

MESAC membership consists of 5 endocrinologists, 5 credentialed diabetes educators and 2 consumer representatives who volunteer their time and expertise to review products, programs and services funded under the NDSS.

In 2015-16, MESAC conducted 136 reviews which included:

- providing recommendations on registrant access to insulin pump consumables (type 2 diabetes)
- reviewing education materials for registrants of the NDSS (including those developed as part of the National Development Programs)
- reviewing guidelines for hospital nutrition management
- reviewing of all NDSS registrant factsheets
- reviewing online and paper based education modules for health workers

Disaster Planning and Management National Development Program

NDSS Program Director: Louise Gilmour

ADEA received funding under the 2012-16 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 key goal of the program was 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 included 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 the finalisation of a number of resources.

Consumer Resources

These include the *'My Diabetes Emergency Plan'*. A pamphlet 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 titled *'Make a Plan. Manage Diabetes in an Emergency'*. This poster is available for use in pharmacies, GP waiting rooms and for other healthcare professionals, including credentialled diabetes educators. It lists places that people can access the My Diabetes Emergency Plan.

A set of Frequently Asked Questions has also been developed titled *'Managing Diabetes in an Emergency'*

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

Emergency Services, Local Government and the Not-for-Profit Sector Resources

Guidelines to assist emergency services, local governments and the not-for-profit sector on the needs of people with diabetes and other chronic conditions in natural disasters were finalised. These guidelines will be used as a basis for planning at the local and state government level as well as to assist those who 'work on the ground' after a natural disaster who are likely to come into contact with people with diabetes.