



ST VINCENT'S
HOSPITAL
MELBOURNE

Type 1 Clinic- The Move Towards Social Media and Technology

ADS/ADEA

27th August 2014

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Background

Over 500 million people use Facebook. Facebook and other social media are an important online meeting place for social networking.¹

“Many sites of disease-specific groups have arisen on Facebook representing important sources of information, support and engagement for patients with chronic disease”¹.

Aim

To utilise information obtained from patients attending Type 1 clinic for quality improvement recommendations in our service delivery.

To ensure our health service is not limited by historical service arrangements and has the ability to innovate and implement change if required

Objectives

Complete a needs assessment of patients arriving to clinic. The following data was collected:

- Use of Social media by patients attending the Type 1 Clinic
- Review by a Dietitian or Diabetes Educator in the last 12 months
- Number of patients presenting to clinic with hypoglycaemia
- Number of patients presenting to clinic with ketones present
- Body Mass Index (BMI)



Identify any limitations & recommend innovative solutions in the Type 1 diabetes clinic to overcome them.

Method

Collect data from patients arriving to Type 1 clinic for 3 months:

- Age, gender, HbA1c, blood glucose level (BGL), ketones, BMI, use of social media & allied health attendance in the last 12 months

Review technology skills of Doctors, Diabetes Educators, nursing and administration staff through an informal interview process

Review of the Clinic's physical environment, looking at:

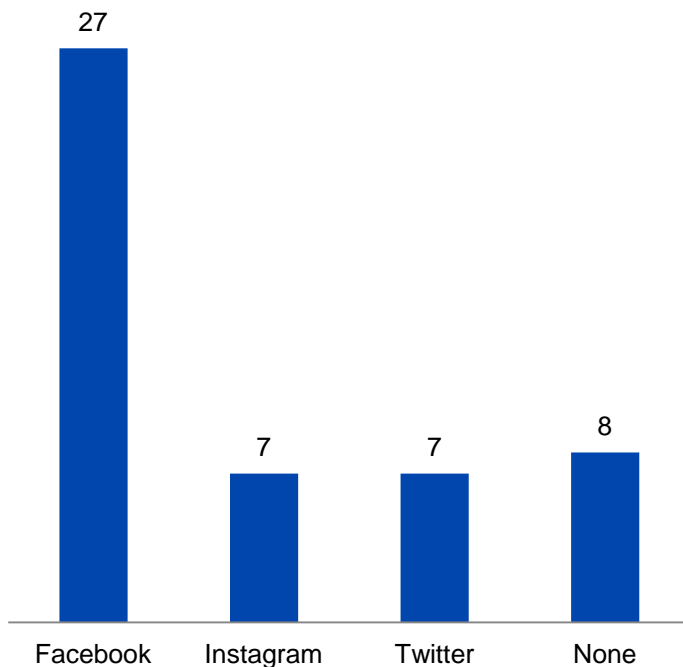
- Computer access
- Internet Access and speed

Results

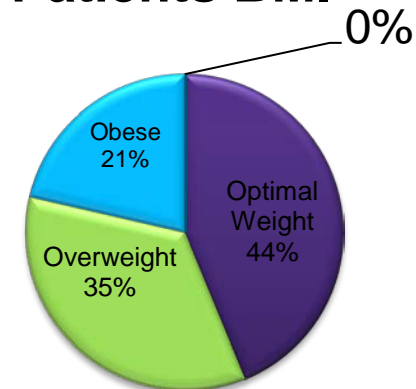
- 43 patients were reviewed
- 80% are using social media
- No patients arrived to clinic with Ketones
- 2 had mild hypoglycaemia $>3 - <4\text{mmol/L}$
- 14% had an optimal HbA1c between 6-7%
- Limited WIFI in clinic due to the clinic being on the ground floor and having physical obstructions
- Administration staff and clinic nurses report limited capacity for increase in workload
- Clinic Staff, Diabetes Educators and Doctors have the skill capacity for using new technology to engage patients in the Type 1 Clinic

Results

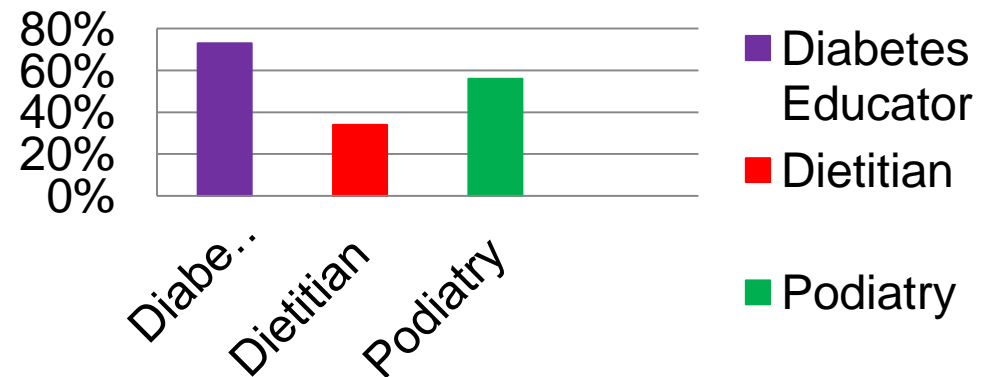
Use of Social Media



Patients BMI



Seen by Allied Health in the last 12 months



Conclusion

Social media is widely used within the Type 1 patient group.

It was found that our health service is limited by historical service arrangements and there is a need for the implementation of new technology to empower and engage our Type 1 Diabetes demographic.

Recommendations for use of e-health & social media are in discussion within our health service.



References

1. Jeremy A. Greene, Niteesh K. Choudhry, Elaine Kilabuk, William H Shrank ***“Online Social Networking by Patients with Diabetes: A Qualitative Evaluation of Communication with Facebook”*** Journal of General Internal Medicine 26 (3):287-92, 2010

Acknowledgements

Kathleen Steele – Manager of Diabetes Education St Vincent's Health Melbourne

Melissa Angus - Clinic Registered Nurse St Vincent's Health Melbourne

Diabetes Educators - St Vincent's Health Melbourne

Professor Richard MacIsaac - Director of Endocrinology & Diabetes St Vincent's Health Melbourne