

Integrating Telehealth into Diabetes Services NHS Ayrshire & Arran



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Diabetes is a progressive condition that can have devastating effects on health. However, evidence shows that many of the complications associated with diabetes can be prevented or delayed through a combination of clinical management and patient self-management. There has been an upward trend in the prevalence of diabetes and it is likely that this will continue for the foreseeable future.

As a consequence it has become imperative that those involved in planning and delivering diabetes services, and people living with the condition, work together to develop effective and sustainable solutions. Telehealth has a vital role to play in the pursuit of these goals.

Methodology

- Establish a working group and governance system for telehealth work
- Review infrastructure to support telehealth and self management programmes
- Review current Telehealth pathways, technologies and identify gaps
- Identify telehealth workstreams to be progressed to completion of funding June 2018

Aims/Objectives

The aim is to embed telehealth solutions into all diabetes services so that it becomes an integral part of diabetes care pathways and not a bolt on to the service. To achieve this we need to ensure that the infrastructure supporting self management and telehealth is robust and flexible enough to support telehealth in its current form and through any developments and improvements in the future.

Five main workstreams were identified:

1. Establishment of self management/Telehealth hub
2. DIASEND
3. Florence simple text messaging service
4. Empowering people with Diabetes by Introducing TeleHealth (EDITH)
5. Telehealth on Diet and Diabetes (TODD)



Results/Outcomes

Self Management Telehealth Hub – telecommunication system upgrade, introduction of improved communication methods using social media – facebook page and review of telehealth pathways.

DIASEND – enhancement of current service to include community clinics and maternity services.

Florence (Flo) – initial work on Diabetic Ketoacidosis was put on hold due to the complexity of the protocol and results obtained during the test phase (the protocol has been picked up by another member of the Flo community and we await results), development of a pathway to support people to self manage their insulin more effectively is due to be launched December 2017.

Empowering people with Diabetes by Introducing TeleHealth (EDITH) – implemented at University Hospitals Ayr and Crosshouse but not fully embedded in the clinic structure as yet, further work required on infrastructure to allow this to happen.

Telehealth on Diet and Diabetes (TODD) – established at University Hospital Ayr and currently being evaluated.



Next Steps

Self Management Telehealth Hub - development of multi-user IT system for structured education, continued improvement of communication methods – establish a Twitter account.

DIASEND - review of enhanced service provision.

Florence (Flo) - other pathways being considered; weight management, self management support following structured education and blood pressure/cholesterol.

Empowering people with Diabetes by Introducing TeleHealth (EDITH) – Fully establish clinic structure, evaluate and review service.

Telehealth on Diet and Diabetes (TODD) – Review service and introduce at University Hospital Crosshouse.