



Barwon  
Health

# Driving: Accelerating The Licence Review Process

Heather Hart  
Nurse Unit Manager  
Diabetes Referral Centre  
University Hospital, Barwon Health

# Challenges

- Medical specialist appointments not available within mandated reporting time-frame
- Consumer anxiety and anger
- Current results: HbA1c, eye check
- Proof of SBGM and adherence to treatment regimen
- Variable understanding:
  - diabetes control
  - driver responsibilities
  - safe driving



# Telephone Review



## DE Fitness to Drive Checklist

D/W patient today via phone the below information:

### Essential Information to bring to the Endocrinologist Licence Review

- HbA1c in last 3 months
- Eye check in last 12 months (bring report)
- Evidence of SBGM & treatment regimen

### DE discussion points for driver responsibilities

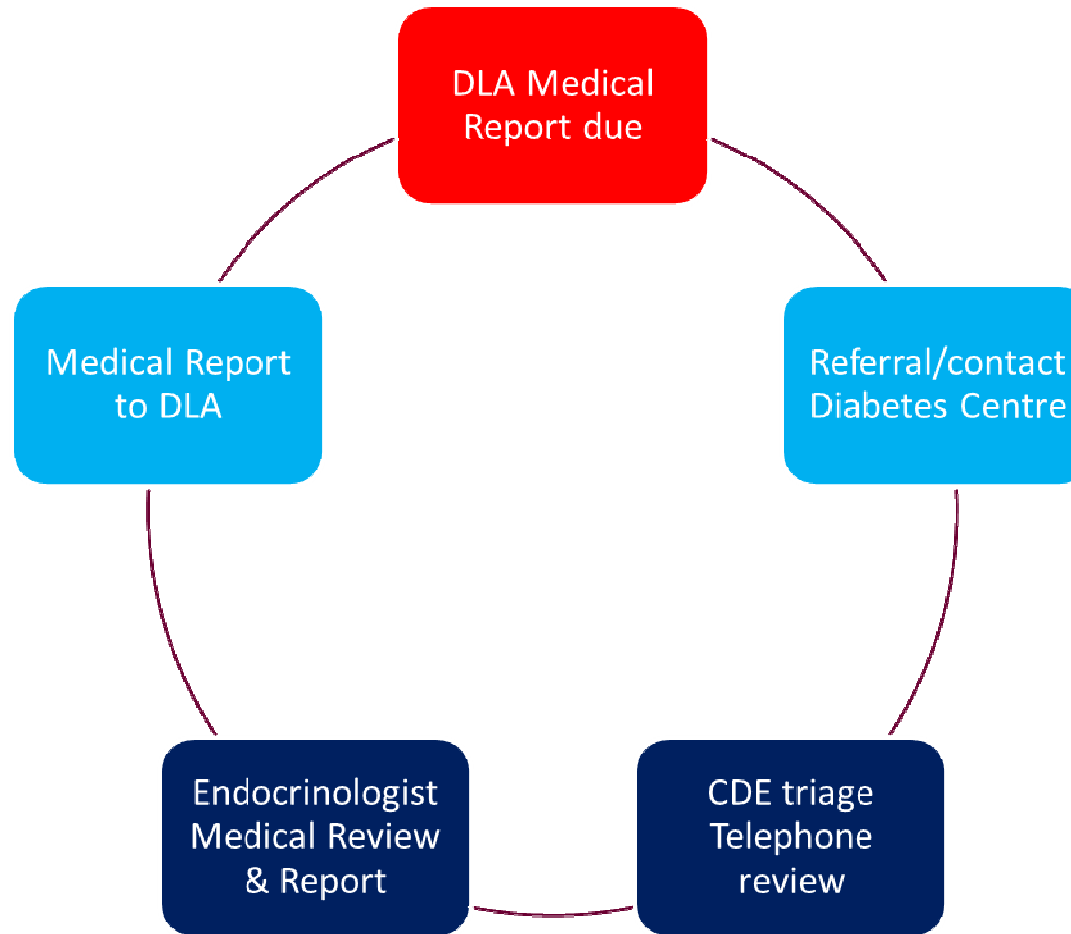
- Checks BGL before driving and ensures reading is  $\geq 5.0\text{mmol/L}$
- Carries fast acting CHO when driving
- Carries blood glucose meter when driving
- Checks blood glucose level every 2 hours during driving and ensures is  $\geq 5.0\text{mmol/L}$

Licence Medical Report Due back to RTA ----/-----/-----

- Emailed to DRC reception to book Endocrinologist appointment for at least 1 week prior to RTA due date



# Process redesign



# Tips



- Identify service delivery challenges for staff and the people that use your service
- Develop tools / processes with FTD in mind
- Assess and adapt ongoing
- Queries: ring DLA and identify a contact person
- Let GP's know about the process
- Identify all possible medical appointment slots:  
    usual Endo, any Endo, Early Review Clinic
- Explain to the person with diabetes that the process is to ensure that they will be leaving the doctor's appointment with their medical report completed



# Conclusion

- Redesigned service / innovative approach
- No additional resources needed
- Responded to and met driver need
- 100% of patients reviewed
  - received diabetes and driving education
  - needed only one Endocrinologist appointment
  - received their medical report within the time limit

