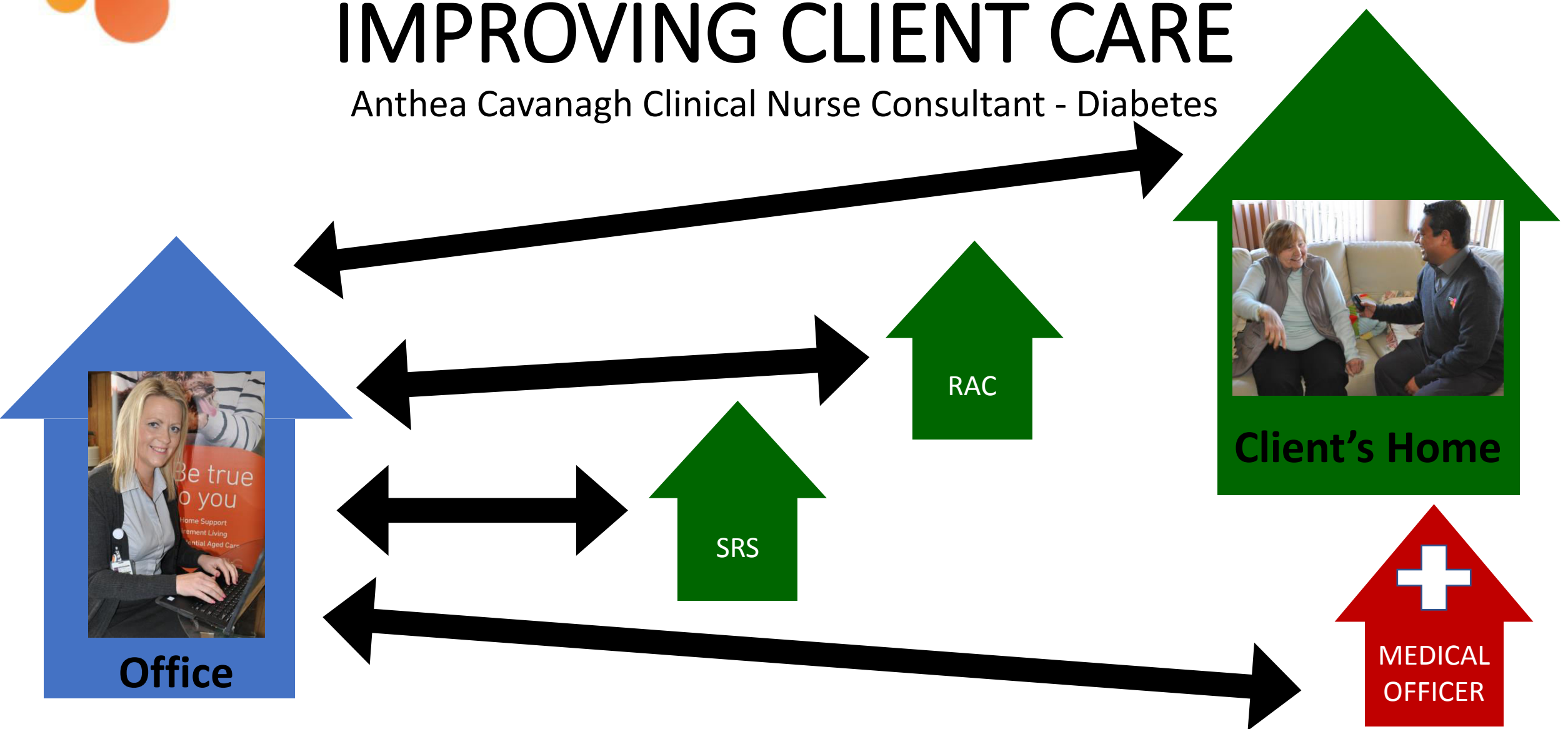


REMOTE CONSULTANCY IMPROVING CLIENT CARE

Anthea Cavanagh Clinical Nurse Consultant - Diabetes





Bolton Clarke and Remote Consultancy

- Bolton Clarke (the new face of RDNS) delivers quality specialised nursing care to clients in their home setting, currently visiting over 500 clients living with Diabetes in the South Region of metro Melbourne. >70% live with T2D require insulin, are aged over 65 and not IT savvy.
- The focus is on optimising clients glycaemic control through reablement, whilst easing the burden of Diabetes from this aging population. The approach is aimed at retaining and regaining their health and overall wellbeing.
- Remote consultancy provides a time efficient process using available information technology and medical technology eg skype with teleconsulting, sharing of data with patient software programs and utilising accurate and extensive data collection with advanced glucose monitoring system eg Freestyle Libre.

Remote Consultancy Decreases Travel Time



- Bolton Clarke South Region (shaded in Red) expands up to 100km from some boundaries.
- Remote Consultancy reduces indirect care time, allowing for maximum time to assist clients with Diabetes and enhance their wellbeing

INSULIN TITRATION VIA REMOTE CONSULTANCY

- CNC requests insulin titration authority from MO, or receives request on hospital discharge
- Visiting nurse e-records BGLs/uploads data from libre freestyle (eg twice weekly)
- CNC reviews data and calculates the titration doses – uploads this instruction on e-record +/- phone,skype the client/carer
- Visiting nurse adjusts clients laminated prompt guide if they are self-managing in between nurse visits
- CNC notifies and updates MO as per their request (eg fortnightly/monthly/only if outside specified parameters)

BENEFITS

Client

- reduced time in suboptimal glycaemic range (minutes as opposed to days)
- reduced MO visits/financial burden to attend face-to-face appointments
- empowerment and flexibility with their daily living choices

Medical Team

- reduced interruptions from nursing staff requesting updated orders
- Provision of more accurate data

Nursing Staff

- reduced time waiting for updated orders
- Increased direct care time

LIMITATIONS - CONCLUSION

Limitations

- Connectivity issues
- Visiting nurse needs to be with client for access to the computer and software, hence unable to use full benefit of cloud-based software.
- Scope of practice only allows small number of clients to be titrated at once.

Conclusion

Remote consultancy has huge potential with community management of Diabetes and through a Quality Improvement Project, insulin titration is proving a success. The project receives extensive positive feedback from medical teams and more importantly from our Diabetes clientele - as to them there is no better place than home to receive support for their Diabetes management. The aim is for increased hours to the CNC role implementing more remote consultancy, resulting in improved client outcomes (less hospital admissions and fewer complications).