



NADC Accreditation What's in it for me?

A tertiary centre's experience

Dr Anthony Zimmermann

Medical Head Diabetes and Endocrine Services

Northern Adelaide Local Health Network, NALHN

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**Government
of South Australia**

SA Health

Our Health Service

- > Northern Adelaide Local Health Network (NALHN)
- > Acute & community health services for 398,000 people
- > Diabetes Centre based within the Lyell McEwin Hospital



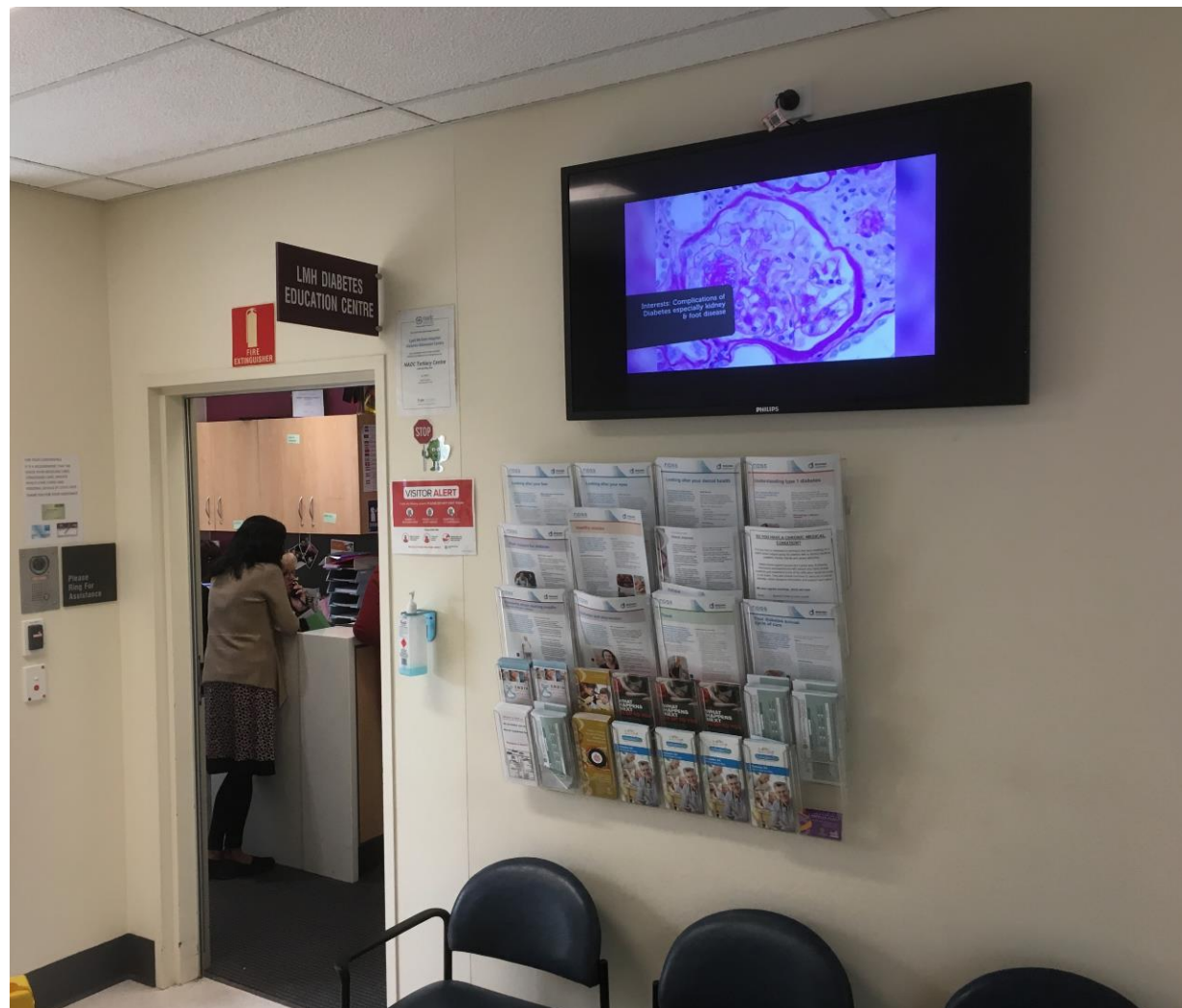
NALHN Diabetes Service 2000



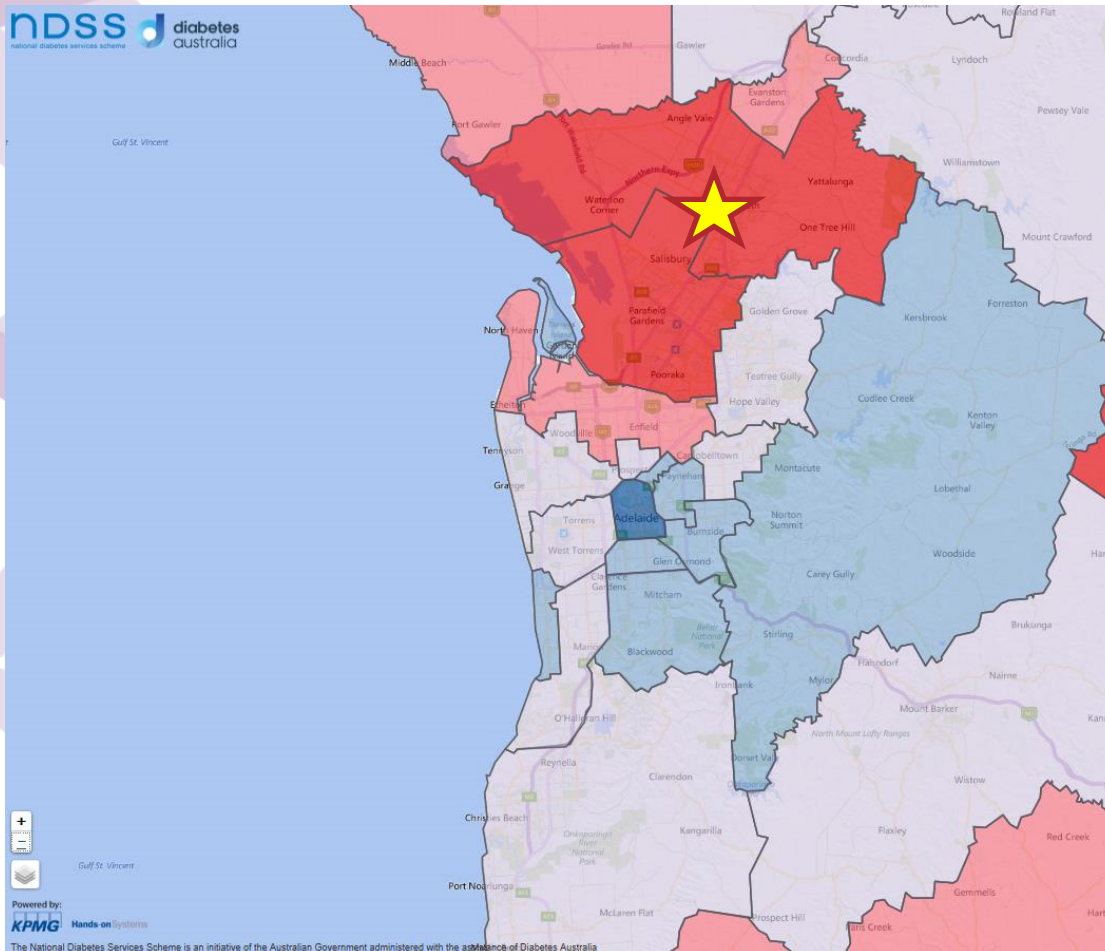
We also had no Database....

SA Health

LMH Diabetes Service 2018



Australian Diabetes Map:



<http://www.diabetesmap.com.au>

SA Health

Facing the challenges....

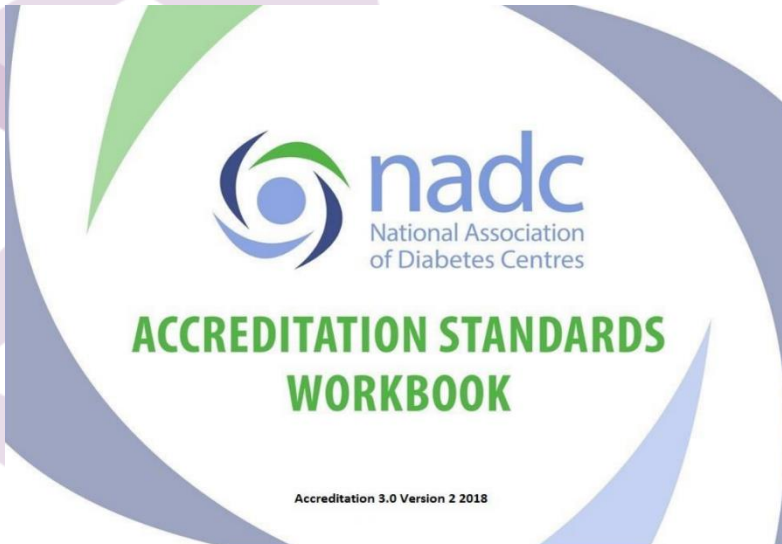
Know your business

Learn from others



Our journey towards NADC accreditation began in 2016

- > Annual participant in ANDA since 2011
- > Regular attendees of BPDC symposium
- > AZ's embarrassing discovery...



Version 3.0 & it's 34 hairpin bends

What did we do?

- > Gathered a Team:
 - HoU
 - Nurse Unit Manager
 - Safety and Quality Consultant from the Patient Safety & Quality Unit
- > Shared our plan & vision with the whole team
- > Worked our way through the Accreditation Standards Workbook
 - Standards “Met”; “Partially met”; or “Not met”
 - Collected and collated evidence
 - Identified deficiencies and discussed and developed plans & QI’s to address these
- > Scheduled regular meetings
- > Assigned responsibilities
- > In 2017 we set a target date for lodging our application



What did we learn?

- > Gathering evidence was not always an easy task e.g. absence of Clinical pathways, procedures & guidelines; was the whole team aware?
- > We were participating in QI activities but not evidencing this or seeking acknowledgement for our work
- > Importance of having a Diabetes Database tool (introduced in 2016)
- > Importance of participating in Audit, benchmarking activities, and Clinical Research
- > Opportunity to reflect on Consumer Engagement



Stelvio Pass Italy – 48 hairpin bends



This certificate acknowledges that the

***Lyell McEwin Hospital
Diabetes Education Centre***

has successfully met the high standards
of NADC accreditation to be recognised as an:

NADC Tertiary Centre
until 15th May 2022

Natalie Wischer
Chief Executive Officer - NADC



NADC is a division of ADS
ABN 13 053 787 965

E admin@nadc.net.au W www.nadc.net.au

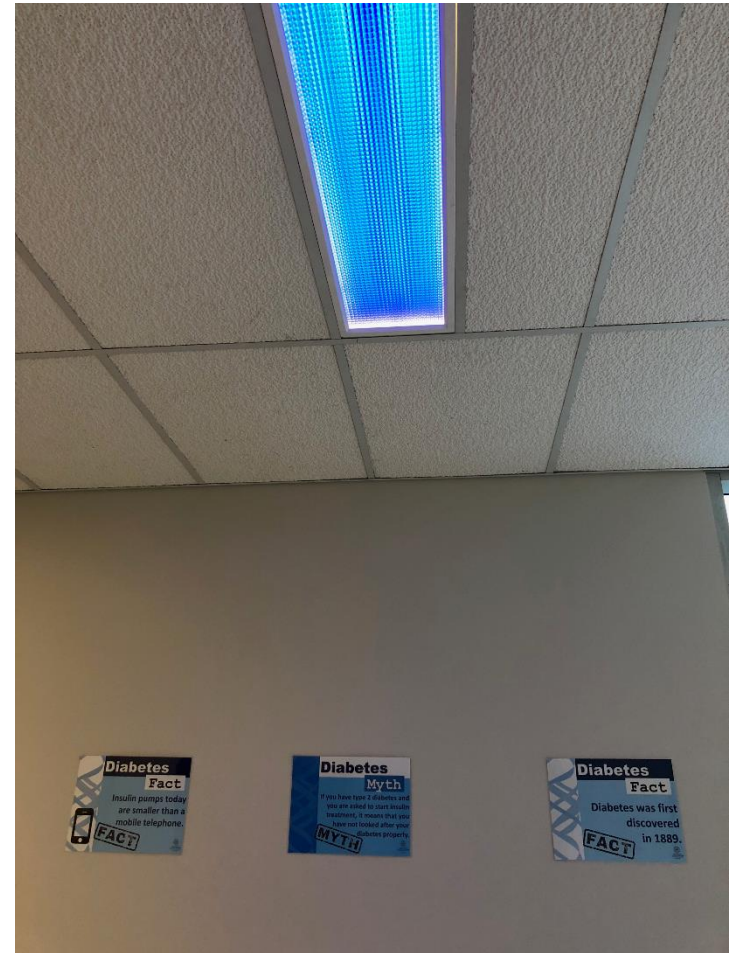


What did we gain?

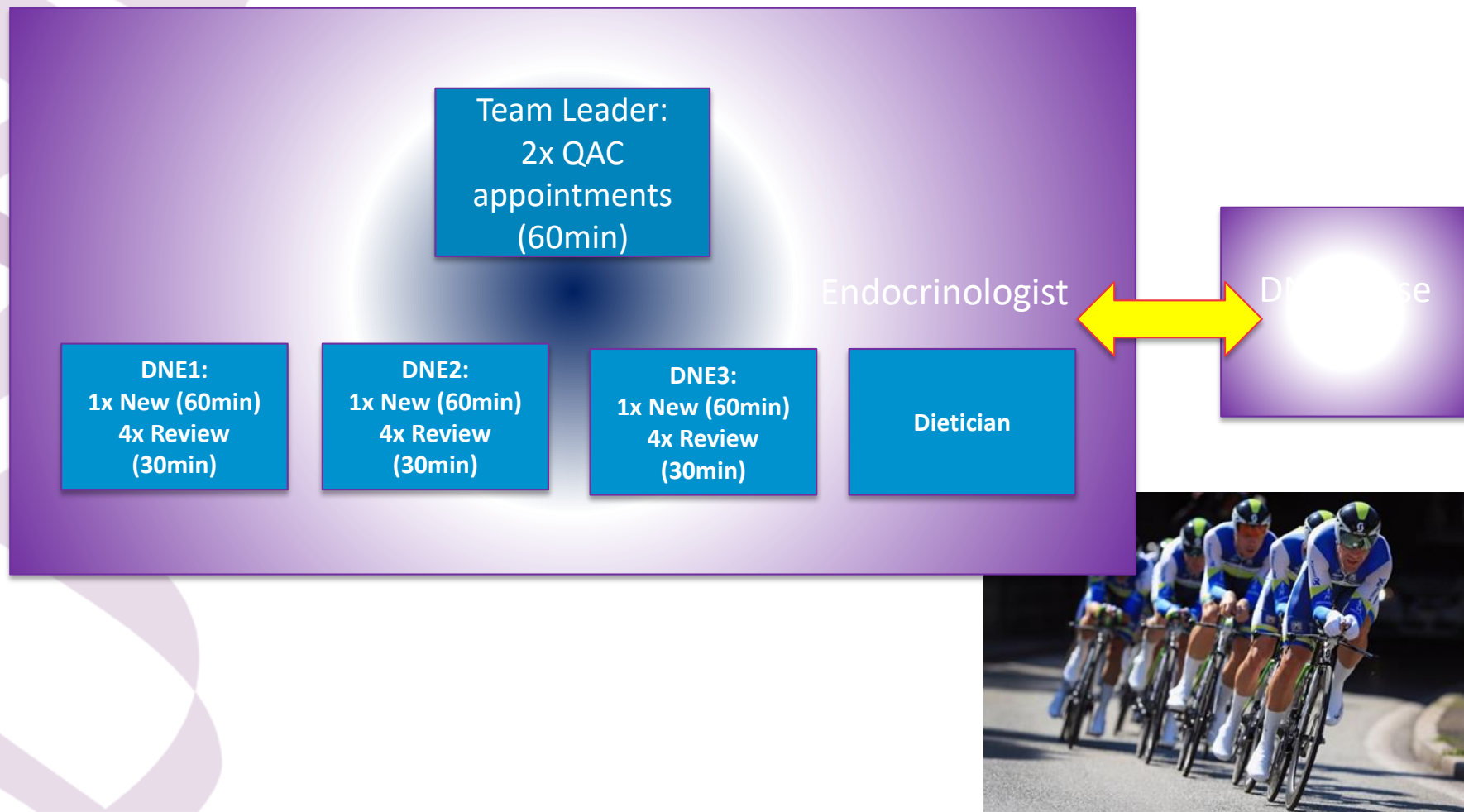
- > 1st Tertiary service accredited in SA
- > Rush on registering QI activities – past, present & future (encouraged all staff to be involved)
- > An opportunity to reflect on our whole service
 - Staffing
 - Clinics & services
 - Where we excel
 - Where we have deficiencies & work to do
 - Audit & Benchmarking
 - Consumer engagement

Examples of some of our QI's

Turning the Hospital Blue

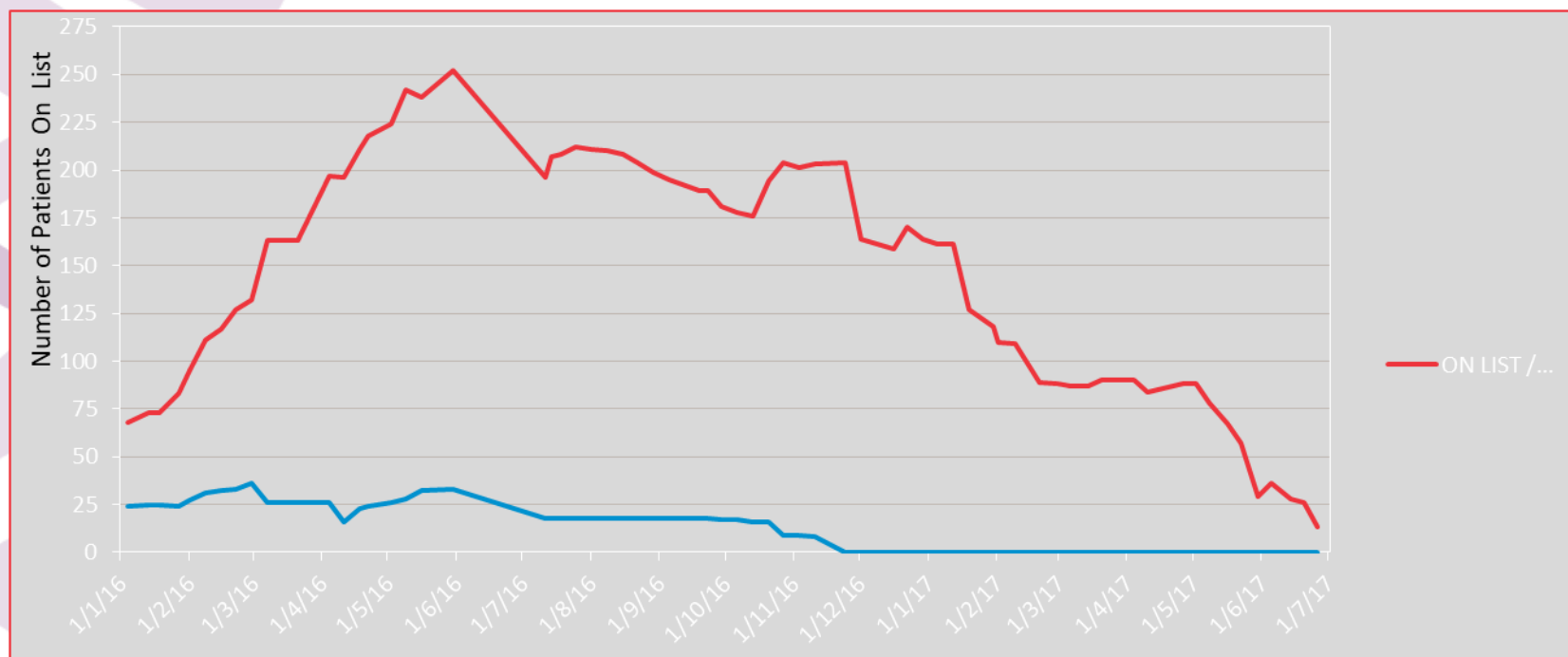


NALHN Team Led Diabetes Clinics



NALHN Diabetes outpatient waitlist

Period: 4 Jan 2016 to 30 Jun 2017



South Australian Health Award 2017



Development of a Diabetes Education Centre Intranet Page

Quick Links

[eCentral](#)
[IWORKFOR.SA](#)
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[Yellow Pages](#)
[Shared Services SA](#)
[Executive Flow Board](#)
[OWA Webmail Access](#)

External Site Links

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[SA Dental intranet](#)



NALHN Diabetes Education Centre

2017 SA Health Awards Winner - Enhancing Hospital Care

- [Enhancing Hospital Care - Award Nominees](#)
- [Award Certificate \(PDF 660KB\)](#)



► [Search](#)

Go



What is diabetes mellitus?

Diabetes is a disorder of carbohydrate metabolism caused by a lack of insulin or lack of response to insulin, resulting in elevated blood glucose levels. Diabetes requires daily self care and in most cases medication in order to avoid acute complications such as ketoacidosis and hypoglycaemia, and long term microvascular complications such as retinopathy, nephropathy and neuropathy and macrovascular complications such as myocardial infarction, stroke and peripheral vascular disease. Diabetes is the leading cause of non-traumatic foot amputation. Uncontrolled hyperglycaemia in hospital patients can be associated with adverse outcomes such as wound infection, prolonged hospital stay and increased mortality. Uncontrolled hyperglycaemia in pregnancy can be associated with maternal and neonatal adverse outcomes.

There are different types of diabetes, all complex and serious. Three main types account for most cases, Type 1 diabetes, Type 2 diabetes and Gestational diabetes.



► [Diabetes Myths and Facts Posters \(PDF 986KB\)](#)



NALHN specific Diabetes management guidelines



- [Blood - Blood Glucose Monitoring Procedure LMH](#)
- [Diabetes Mellitus Peripartum Management](#)
- [DKA \(Diabetic Ketoacidosis\) Management Pathway in Adults](#)
- [Hyperglycaemic Hyperosmolar State Management Pathway](#)
- [Hypoglycaemia Management for Adults](#)
- [Inpatient Insulin Management](#)
- [Insulin Pump \(CSII\) Discontinuation/failure plan](#)
- [Insulin pump use in pregnancy](#)



Advice for others

(Tips on reaching the summit)

- > Know your business
 - Annual participation in NADC's ANDA
 - Have a database
- > Biogrid Diabetes Clinical Consultation & Database
- > Log QI's on your hospital's register
- > Share and know the plan
- > Engage with your consumers (& evidence this)
- > Enlist someone with Accreditation skills
 - Hospital Safety & Quality Manager

The Future

- > Maintain the momentum
- > Continue with Quality improvement
- > Look for that next mountain to climb...
- > Col du “Centre of Excellence”....





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