



The Royal
Melbourne Hospital

RMH Department of Diabetes and Endocrinology – A NADC Centre of Excellence

Tips and a Teamwork Test

Spiros Furlanos MBBS, FRACP, PhD

Dept of Diabetes and Endocrinology
Royal Melbourne Hospital



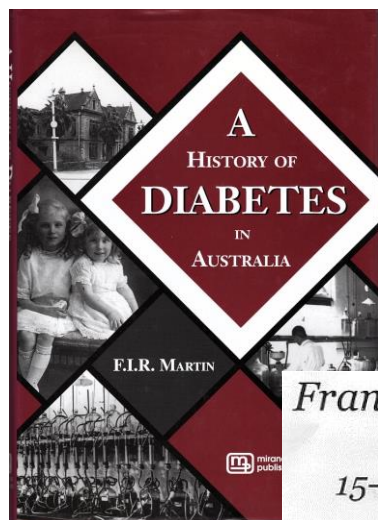
City campus



Royal Park campus



**Victorian
Comprehensive
Cancer Center**



Frank Ian Russell Martin
'Skip'
15-4-1929 - 16-9-2008



The RMH diabetes history

1848 First Victorian Hospital

1926 Nurses diabetes instruction clinic to help people with diabetes give injections

1927 Dr John Williams – Honorary Physician to the diabetes clinic

1929 Dietitian appointed

1951 Pincus Taft appointed

1961 FIR Martin appointed

1978 Sue North appointed 1st DNE

1980 Len Harrison appointed

Director of Endocrine Laboratory

1984 Richard Larkins appointed

1993 Peter Colman appointed

2017 NADC Centre of Excellence



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What is a NADC Centre of Excellence?



Team-based Application process

1. Accreditation application form
2. Organisational chart
3. Evidence for each criterion
 - Education
 - National influence
 - Research
 - Service Delivery
 - Practice/Policy Development Guidance
4. Quality improvement plan



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Organisational Chart

Royal Melbourne Hospital Department of Diabetes and Endocrinology

Prof. Peter Colman
Director, Department
Diabetes and Endocrinology
1.0 EFT

Patricia Ciciulla
PA Prof. Peter Colman &
Department Secretary
1.0 EFT

Diabetes Education Service
4.52 EFT
Katie Marley
Nurse Unit Manager

Diabetes Research
2.1 EFT
Marika Bjoransen
Nurse Unit Manager

Burnet Clinical Research Unit
4.4 EFT
Leanne Redl
Candice Hall
Felicity Healy
Cynthia Ziebell
Ashvin Nursing
Sheryl Curran
Azita Keytash
Megan Poth

Diabetic Foot Unit
3.3 EFT
A/Prof. Paul Wraight
Head, Diabetic Foot Unit

Medical Staff
6.55 EFT, 24hr on call service
A/Prof Paul Wraight
A/Prof Allison Nankervis
Dr Spiros Fourlanos
Dr John Wentworth
Dr Mervyn Kyi
Dr Jennifer Conn
Dr Simon Forehan
Dr Katherine Bate
Dr Christopher Yates
Dr Catherine Seymour
Dr Cherie Chiang
Dr Shirley Elkassaby
Dr Michele Bardin
Dr Rahul Barmannray
Sessional Paediatric Endocrine
Fellow

Jillian Mahony
Pauline Decelis
Administration
Support

Danielle West
Erika Urban

Lois Rowan NP/CNC
Joshua Tsan
Wayne Dawson
Emily Hill
Erika Urban
Catherine Thien

HARP DCS
Hospital Liaison
0.63 EFT
Erika Urban
Rebecca Comer



HARP DCS CLINICAL OPERATIONS GROUP



HARP DCS
Community Team

Jane Jolley
Podiatry Manager &
Diabetic Foot Unit
Team Leader

Endocrinologist
Podiatry Team
Vascular Surgeon
Clinical Psychologist
Physiotherapist
Dietitian
Rehabilitation Physician

Service Delivery to Royal Park Campus (RPC) and
Victorian Comprehensive Cancer Centre (VCCC)

Diabetes Education

Medical

VCCC
0.1 EFT
Referral
dependent,
current service
absorbed into
existing EFT

RPC
0.1 EFT
Referral
dependent

VCCC
0.2 EFT, 24hr
on call service
Prof. Peter
Colman
Dr Cherie
Chiang
Dr Nirupa
Sachithanandan
Dr John
Wentworth
Dr Simon
Forehan

RPC
0.1 EFT, 24hr
on
call service
Dr Simon
Forehan

Service Delivery to North Western Mental
Health and Origin Youth Mental Health

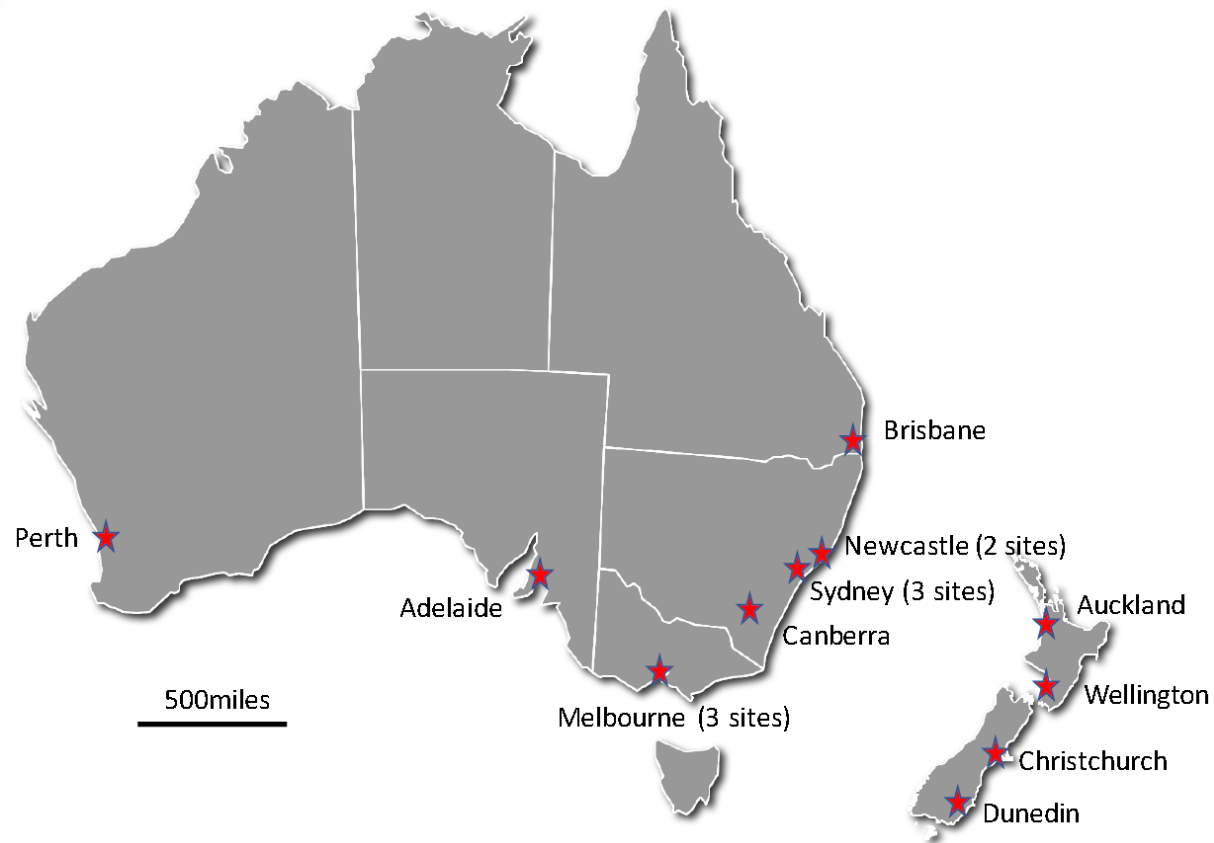
Referral dependent, review in outpatient services

Criterion 1: Education & Training

Criterion	Indicators
Internal health professionals	Medical: intern, HMO Nursing:
External health professionals	Programs for GPs and other HCPs
Medical, nursing, allied health students	Lectures, tutorials, syllabus, examiners
Patients/Consumers/Laypeople	Lectures, collaboration with external organisations eg DA, JDRF
Technology	Website, webinar
Certified Training Programs	ADS Pump workshop, John Turtle DAFNE

Criterion 2: National profile

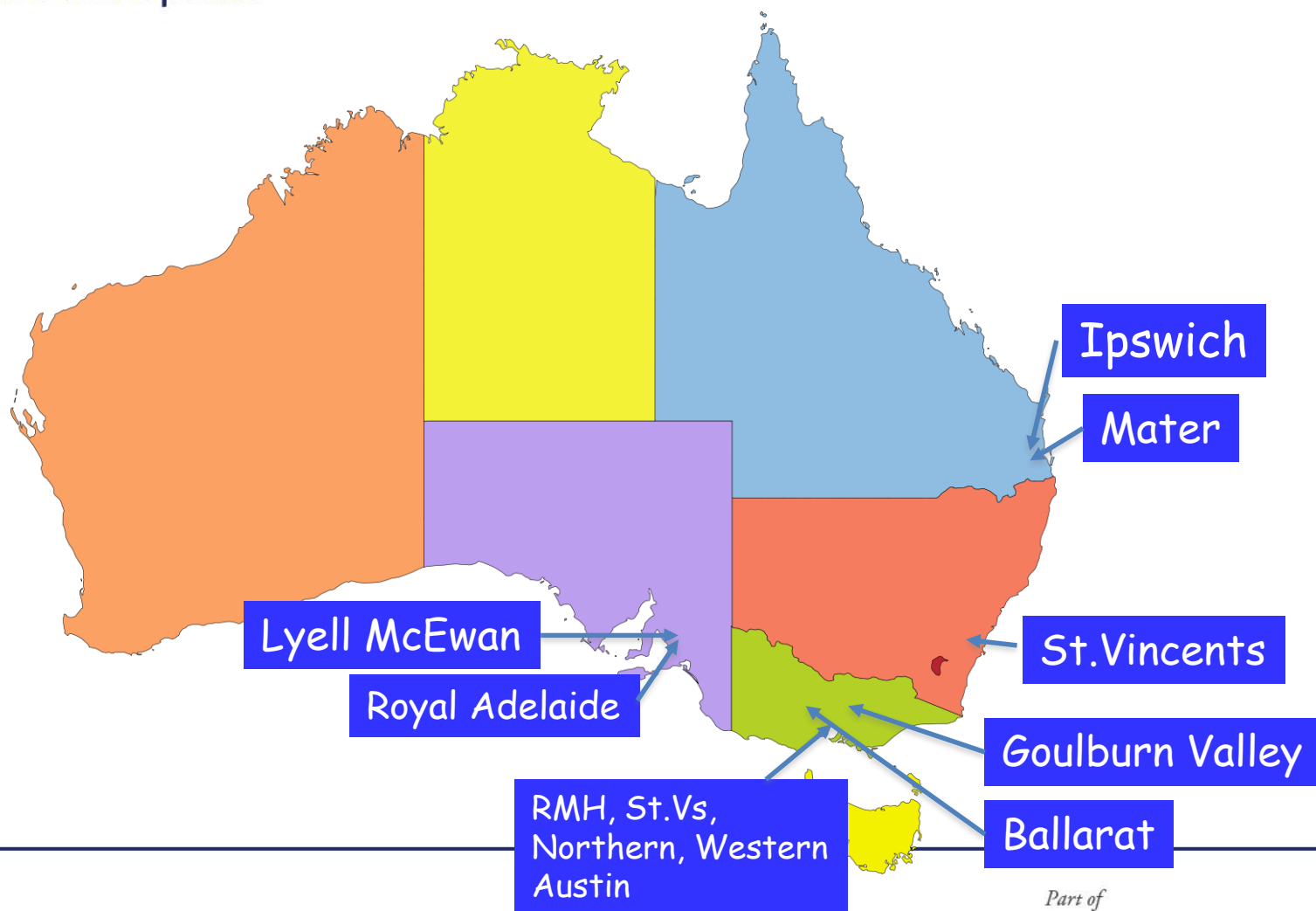
TrialNet ANZ sites





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Biogrid Diabetes Sites



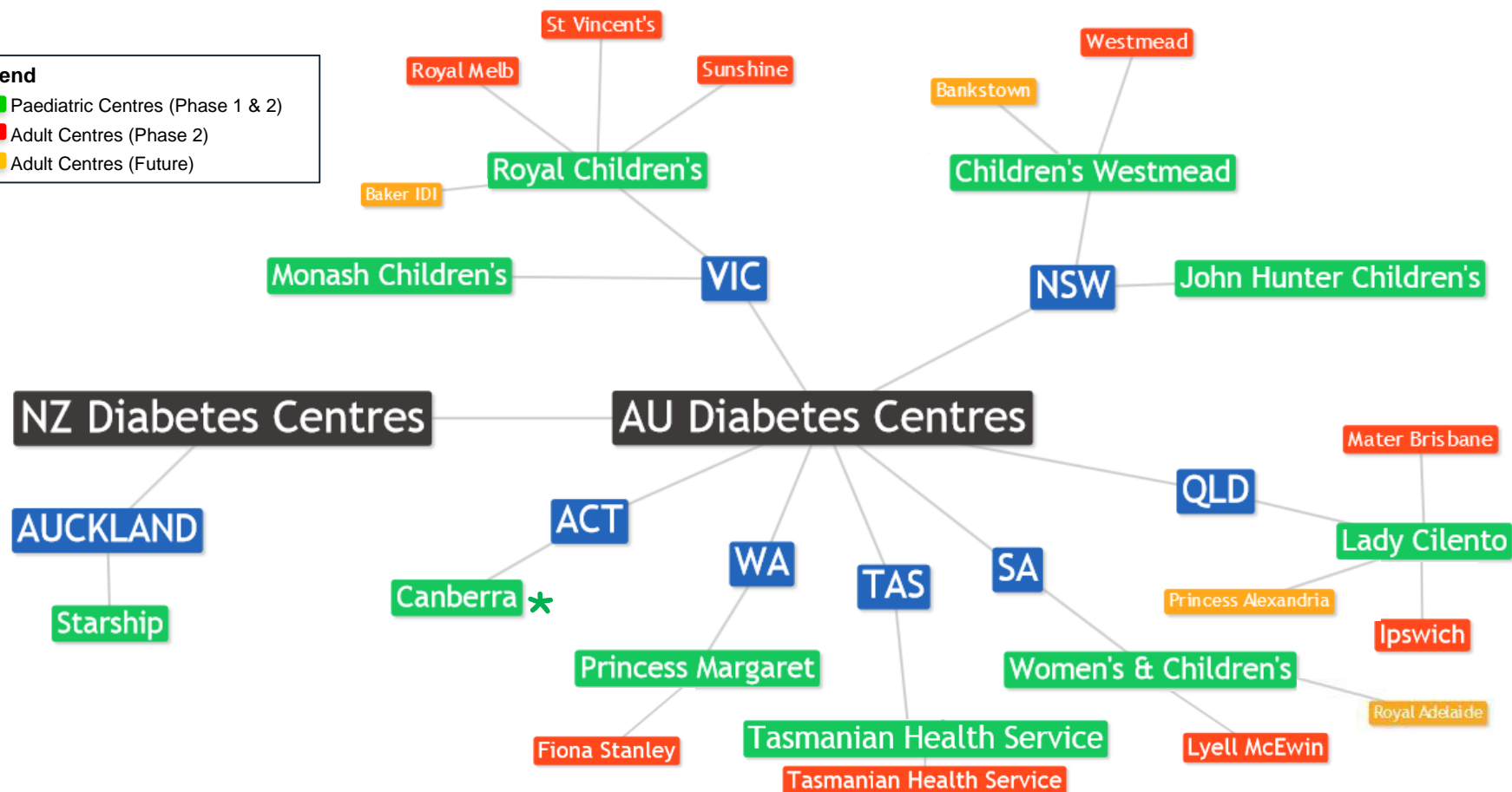


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Partnership with diabetes organisations ADDN Sites

Legend

- Paediatric Centres (Phase 1 & 2)
- Adult Centres (Phase 2)
- Adult Centres (Future)

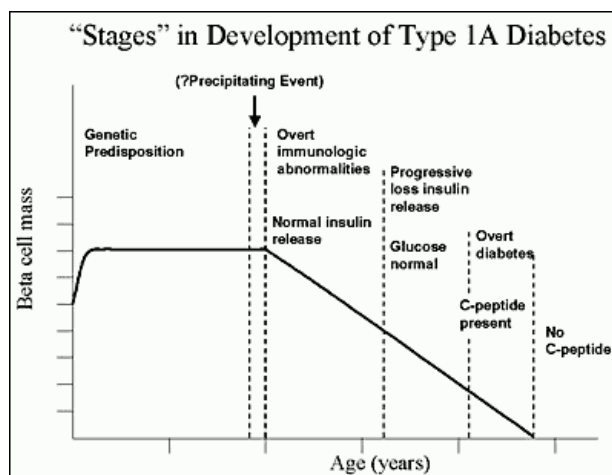


Criterion 3: Research

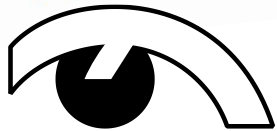


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Novel research the pathogenesis of type 1 diabetes



removal
TYPE 1 DIABETES



DIRECT

Sotagliflozin LX4211-312
(inTandem3)

ADJUNCT ONE™

DREAM

EXSCEL



TECOS
TRIAL EVALUATING CARDIOVASCULAR
OUTCOMES WITH SITAGLIPTIN



CANVAS
CANagliflozin cardioVascular
Assessment Study

aerx iDMS



Carolina – Linagliptin v
Glimepiride CV safety



ORIGIN

First in Care,
Research and
Learning

Part of
MELBOURNE HEALTH

Criterion 4: Service Delivery

The Paramount role of Diabetes Education Services & Clinical Nutrition



Inpatient Service



**Specialist Outpatient
Clinic Consultations**



**Individual Outpatient
Consultations**



**Ambulatory Insulin
Stabilisation Program**



**Pump and Diabetes
Technology**



**Continuous Glucose
Monitoring**



**Quality Improvement
and Research**



**Health Professional
Education and Training**

Insulin pump firsts



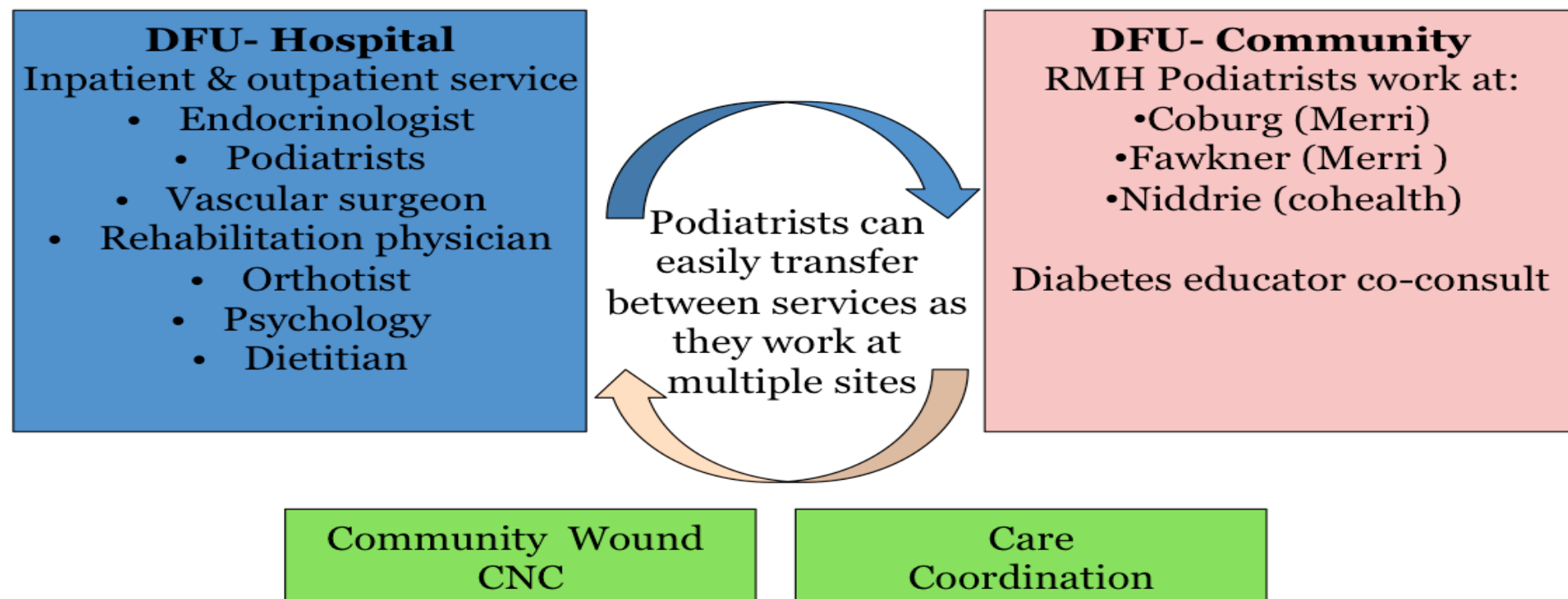
Diabetic Foot Unit



Head of Unit
A/Prof Paul Wraight

First in Care

- Interdisciplinary service for diabetes related foot complications, a leading cause for hospital admission for people with diabetes.





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Criterion 5: Practice and Policy Development Guidance

Criterion	Indicators
Quality improvement studies	Activity and outcomes monitored regularly
Consumer engagement	Consumer forum
Routine data collection	Diabetes database
National and International meeting attendance	ADS, ADEA, ADA, EASD
Regular review organisational policies	Hospital process
Involved in national guidelines and position statements	ADS

COE application

A coordinator's perspective

Time commitment

- Initial NADC accreditation process (expression of interest form)
- 3-4 months (applications open every 2 years)
- Team priority (buy in from all staff members)

Collating information

- Familiarise with documentation early (well before commence)
- Collating documentation is the CHALLENGING aspect
- Senior medical and nursing coordinators
- Regular reminders of priority and deadlines (department meetings)
- Improve general activity documentation for future applications

The benefits of applying for NADC COE

Immediate benefits

- Reflection
- Integration (team awareness of total activity)
- Streamlining (greater symmetry in approach work)
- Celebration

Medium-term benefits

- Lobbying hospital executive, govt, funders
- Future Direction

Benchmarking is the future of diabetes care in Australia

Search for hospital

Find a hospital by name or location



About MyHospitals

About the MyHospitals website

» MyHospitals overview

[How to use this website](#)

[About the AIHW](#)

[Glossary](#)

MyHospitals overview

MyHospitals is a government-owned website that has been set up to ensure the entire Australian community has easy access to nationally consistent and comparable performance information for public and private hospitals.

The information on this site is for members of the public, clinicians including doctors and nurses, academics and researchers, hospital and health service managers, journalists and others.

The site allows you to view the performance of more than 1,000 public and private hospitals against indicators such as waiting times in emergency departments or for some types of surgery, rates of bloodstream infections acquired in hospital, the length of time patients spend in hospital after being admitted for various conditions or procedures, and other indicators.

[View the full list of indicators.](#)

You can use MyHospitals to:

- [Search for a hospital by state or postcode](#)
- [View a hospital's profile and the services a hospital offers](#)
- [See how a hospital performs against health performance indicators](#)
- [See changes in results for a hospital over time](#)
- [Compare a hospital's results with similar hospitals or peers](#)
- [Download Hospital Performance reports](#)

ALL	ALL	ALL	Rate per 10,000 bed days All bloodstream infections				
Hospital	State	Peer group	2012-13	2013-14	2014-15	2015-16	2016-17
<input checked="" type="checkbox"/> Major hospitals		Major hospitals	1.37	1.33	1.13	1.03	1.09
Austin Hospital [Heidelberg]	Vic	Major hospitals	1.21	1.25	0.99	0.80	0.46
Prince of Wales Hospital	NSW	Major hospitals	1.65	1.40	0.74	0.53	0.58
Royal Melbourne Hospital [Parkville]	Vic	Major hospitals	1.69	1.35	1.09	0.84	0.65
Flinders Medical Centre	SA	Major hospitals	0.97	0.67	0.67	0.78	0.72
St Vincents Hospital	NSW	Major hospitals	1.43	2.38	1.03	0.48	0.78
The Prince Charles Hospital	Qld	Major hospitals	0.52	0.75	0.88	0.79	0.84
Concord Hospital	NSW	Major hospitals	0.97	1.24	1.06	0.90	0.88
Royal Brisbane & Women's Hospital	Qld	Major hospitals	1.99	2.23	1.75	1.13	0.92
Royal Prince Alfred Hospital	NSW	Major hospitals	1.01	1.28	1.00	1.40	0.97
The Canberra Hospital	ACT	Major hospitals	1.46	1.07	1.10	1.24	1.01
University Hospital Geelong	Vic	Major hospitals	1.28	0.67	0.82	0.81	1.03
Liverpool Hospital	NSW	Major hospitals	1.24	1.30	1.11	1.23	1.04
Royal North Shore Hospital	NSW	Major hospitals	1.66	1.24	0.94	0.68	1.04
Gold Coast University Hospital	Qld	Major hospitals	1.44	0.56	0.61	0.75	1.08
Royal Perth Hospital Wellington Street Campus	WA	Major hospitals	1.11	1.93	1.65	1.30	1.09
Princess Alexandra Hospital	Qld	Major hospitals	1.40	1.20	1.55	0.96	1.10
Westmead Hospital	NSW	Major hospitals	1.65	1.55	1.29	1.08	1.10
Royal Darwin Hospital	NT	Major hospitals	1.09	1.26	0.81	0.80	1.12
Royal Hobart Hospital	Tas	Major hospitals	0.88	0.93	0.60	0.85	1.14
St George Hospital NSW	NSW	Major hospitals	1.49	1.48	1.74	0.99	1.17
Fiona Stanley Hospital	WA	Major hospitals			1.55	1.08	1.27
Wollongong Hospital	NSW	Major hospitals	1.50	0.60	1.48	1.43	1.27
Sir Charles Gairdner Hospital	WA	Major hospitals	1.34	1.66	0.94	1.75	1.29
The Alfred	Vic	Major hospitals	1.39	1.13	1.44	1.12	1.29
John Hunter Hospital	NSW	Major hospitals	1.77	1.68	1.13	1.36	1.41
St Vincent's Hospital [Fitzroy]	Vic	Major hospitals	1.01	1.47	1.11	0.89	1.42
Nepean Hospital	NSW	Major hospitals	1.88	1.36	1.15	1.35	1.43
Monash Medical Centre [Clayton]	Vic	Major hospitals	1.81	1.69	0.76	0.86	1.46

NADC Member Centre Locations

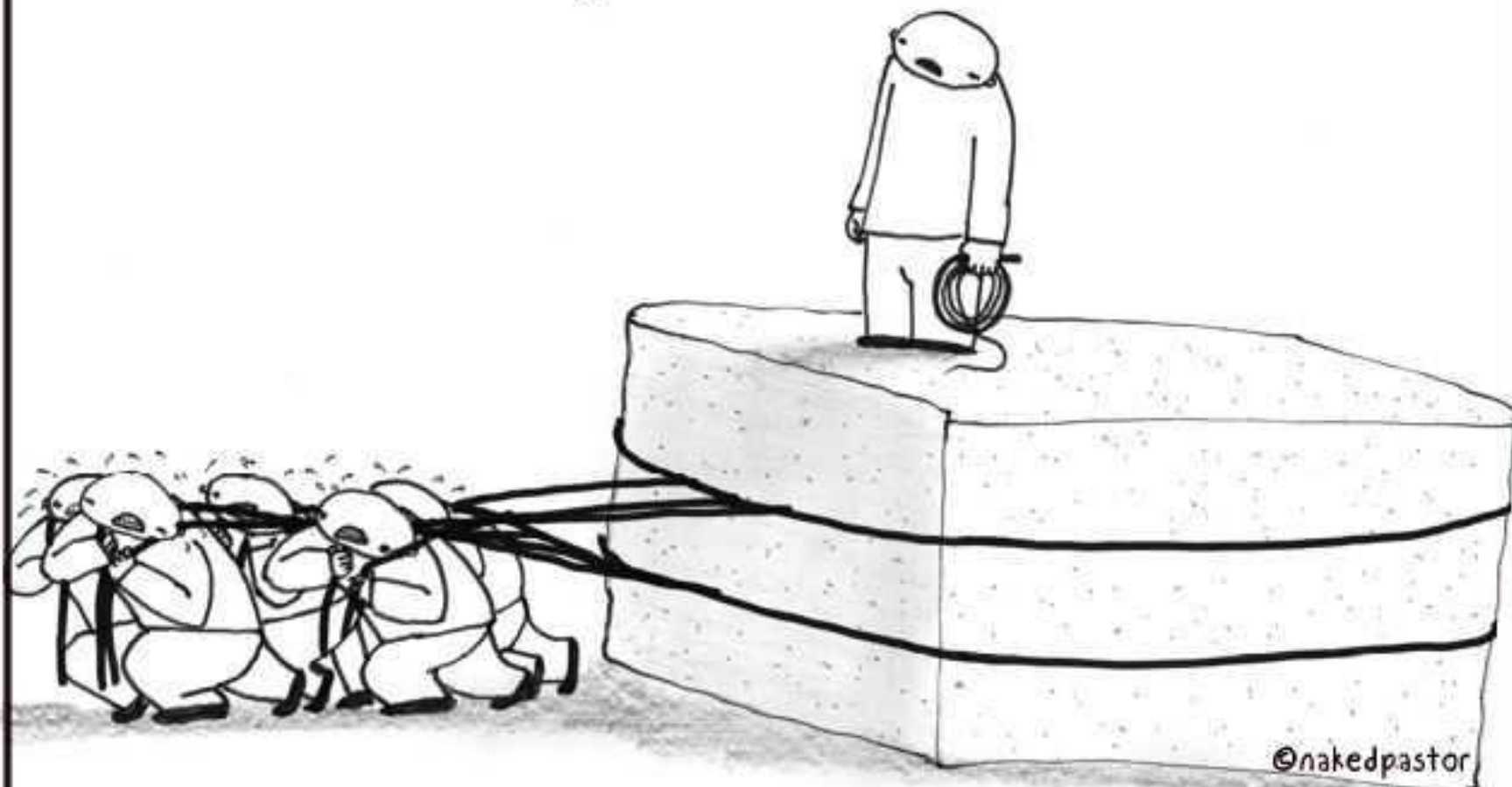


RMH is a team within a bigger National Diabetes Team

Map data ©2017 Google, ORION-ME

Type of NADC Service: ☒ Centre of Excellence ☒ Network ☒ Pharmacy ☒ Primary ☒ Secondary ☒ Tertiary

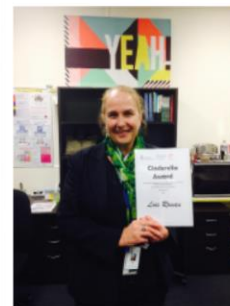
Come on people. We're a team.
Together we can do this!





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Team Spirit and Staff Recognition



First in Care,
Research and
Learning



First in Care,
Research and
Learning

Part of
MELBOURNE HEALTH





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Teamwork



- ‘Talent wins games, but teamwork and intelligence win championships’
Michael Jordan
- ‘Alone we can do so little, together we can do so much’
Helen Keller
- ‘As iron sharpens iron, so one person sharpens another’
Proverbs 27:17