

Telehealth in Practice

Ayrshire & Arran, Lanarkshire, and Greater Glasgow & Clyde Scottish local partnership areas - DIABETES

United4health@nhs24.scot.nhs.uk

Ambition

The aim of the telehealth intervention for patients living with Type 1 and Type 2 Diabetes is to improve self-management and support and enable positive changes to behaviour/lifestyle through digitalised self-monitoring of blood glucose to reduce the risk of developing disease related health complications.

DIABETES ROUTINE CARE SERVICE MODEL: TYPE 1 & 2



Level 1 : Self-management Patient and Carer.

Level 2 : Supported Self-management

Patient, Carer, GP, GP Nurse, Home-visiting Nursing Service.

Level 3 : Specialist Supported Self-management Patient, Carer, Home-visiting specialist Nurses, Hospital Specialists.



DIABETES TELEHEALTH ENABLED CARE MODEL



Level 1 : Self-management

Patient/carer trained in use of digital blood glucose monitoring and introduced to MDMW including their EMR (diabetes) and self-management.

Level 2 : Supported Self-management

Shared blood glucose monitoring information available to GP and Practice Nurse and uploaded via Diasend to SCI EMR (diabetes). GP-based routine disease care management services (QOF), health coaching through MDMW.

Level 3 : Specialist Supported Self-management

Patient, Carer, Home-visiting nurses, Hospital-specialists.

Diabetes Care Management - routine care

Routinely, patients with Type 1 and Type 2 Diabetes monitor their own blood glucose levels and are supported to self-manage (Green) through coordinated services delivered in primary, community and secondary care sectors. New patients diagnosed with Type 2 diabetes and those stabilised on insulin therapies are managed by primary care and have an annual review as part of the Quality and Outcomes Framework (QOF) in their GP practice diabetic clinic (Amber), whereas patients living with complex Type 2 and Type 1 diabetes have their annual reviews during an outpatient consultation in secondary care as these patients are predominantly managed by hospital-based diabetes specialists who also assist patients to self-manage (Pink). A range of healthcare practitioners including diabetologists, diabetic specialist nurses, and community/home-visiting nurses. GPs and online digital services and platforms (NHS Inform, My Diabetes My Way) currently provide information support and advice to patients and carers regarding self-management, symptom management and prevention of long term diabetes-related complications.

symptoms. MDMW allows patients access to their own diabetes electronic medical record and patients involved in U4H are now able to upload their blood glucose readings into their record (Green). This functionality is achieved through the integration of software (Diasend) which links the MDMW website and an electronic diabetes medical record (SCI-Diabetes). The patient at home uses their NHS-provided home glucose monitoring device and downloads the DIASEND software to their own Internet-enabled device (smartphone/tablet/computer). This software allows the transmission of the measurements to the patient's secure area of the self-management website, MDMW (<http://www.mydiabetesmyway.scot.nhs.uk/>). The measurements are integrated into the patient's medical record within SCI Diabetes, thus allowing both patients and clinicians a digitally captured, up-to-date picture of an individual's blood glucose measurements and trends, a summary of which can be produced anytime. This integrated use of MDMW and Diasend strengthens self-management and self-care provision and enhances routine care services by enabling more flexible treatment and care options including more remote clinical consultations which are provided either in the patient's GP practice or community and hospital specialists as required (Amber/Pink).

U4H Telehealth Enabled Diabetes Care Management

The Telehealth Care model deployed within United4Health has enhanced the national NHS Scotland's My Diabetes My Way (MDMW) interactive website designed to support people who have diabetes Type 1 and insulin dependent Type 2 diabetes to better self-manage and control



Diabetes telehealth configuration & key interactions: Scotland

