

## Lower Hume Diabetes System Improvement ACTION PLAN July to December 2020

<b>Goal: Improve chronic illness care for consumers with diabetes throughout Lower Hume by 2020.</b>					
<i>Pilot Population: Consumers with diabetes.</i>					
<b>Areas for improvement</b>	<b>Strategy</b>	<b>Actions</b>	<b>Measures</b>	<b>Time Frame</b>	<b>Responsibility/ Resources</b>
Knowledge of services / Partnering with pharmacies	Improve knowledge of local services.	Diabetes local service brochures reviewed and updated annually.	Diabetes local service brochures are updated and distributed to local pharmacies	Interim July 2020 Annual December 2020	LH Diabetes working group <b>(Lead - LHPCP)</b>
		Agencies work with Murray and Eastern PHN's to register their service for Health Pathways.	All agencies are registered and utilising Health Pathways.	September 2020	LH Diabetes working group <b>(Lead – LHPCP / Murray PHN)</b>
	Sustain communication with pharmacies.	Agencies sustain local pharmacies communication and partnerships to promote the use of NDSS factsheet resources and diabetes local service brochures	All pharmacies contacted at least twice a year.	December 2020	LH Diabetes working group <b>(All)</b>
Local model of care using National Association of Diabetes Centres (NADC) accreditation	Agencies to sustain primary NADC membership and collaboratively support each other to complete quality improvements.	Agencies sustain primary NADC membership and participate in collaborative quality improvements.	All agencies are primary NADC members and working on collaboratively quality improvements.	June 2020	LH Diabetes working group <b>(Lead – NADC)</b>
NADC accreditation collaborative	Agencies have a commitment to multidisciplinary care for	High risk foot service brochures reviewed and updated annually.	High risk foot service brochures are updated and distributed to	August 2020	LH Diabetes working group <b>(Lead - Y&amp;DMH)</b>

quality improvements	consumers with high risk foot complications.		pharmacies and within local health services.		
	Agencies have a commitment to providing education and support to consumers so they are better able to manage their diabetes and achieve target health outcomes.	Pilot Diabetes Australia SMART sessions within Lower Hume.	Number of SMART sessions run and number of consumers participating in these sessions.	December 2020	Nexus ( <b>Lead - Nexus</b> )
	Agencies have clear health plans and targets for each consumer.	Review tools for diabetes care planning including Healthily, RACGP one pager, MedWise app and My Health Record.	Agreement on which tools to utilise within agencies and to promote across Lower Hume.	December 2020	LH Diabetes working group ( <b>Lead - SH</b> )
		Create a consumer resource to promote the use of these planning tools and distribute at a consumer information forum.	Consumer resource created, consumer information session held and number of consumers engaged.	December 2020	LH Diabetes working group ( <b>Lead - SH / LHAH&amp;WP</b> )
	Agencies have a commitment to ensuring timely, appropriate and efficient care.	Create a better understanding of My Health Record by hosting a consumer information session.	Consumer information session held and number of consumers engaged.	December 2020	LH Diabetes working group ( <b>Lead - LHPCP</b> )
		Agencies review processes for following up with consumers for missed appointments.	All agencies have a process in place for following up missed appointments with consumers.	December 2020	LH Diabetes working group ( <b>Lead - ADH</b> )
		LIFE program local service brochures reviewed and updated annually.	Life program local service brochures updated and	Interim July 2020	LH Diabetes working group

	<p>Agencies use evidence-based diagnosis and treatment of consumers.</p>	<p>LIFE program to be delivered within Lower Hume.</p>	<p>distributed to pharmacies and within local health services.</p> <p>All agencies have a health professional trained to deliver the Life program or referral pathways into an agency that does.</p> <p>Number of programs available and number of consumers participating in the programs.</p>	<p>Annual December 2020</p> <p>December 2020</p>	<p><b>(Lead – ADH &amp; Nexus)</b></p> <p>LH Diabetes working group <b>(Lead – ADH &amp; Nexus)</b></p>
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