

Lower Hume Diabetes System Improvement ACTION PLAN 2018-2019

Goal: Improve chronic illness care for consumers with diabetes throughout Lower Hume by 2019.					
<i>Pilot Population: Consumers with diabetes.</i>					
Areas for improvement	Strategy	Actions	Measures	Time Frame	Responsibility/Resources
Knowledge of services / Partnering with pharmacies	Improve knowledge of local services.	Diabetes local services posters reviewed annually and updated.	Diabetes local services posters are current and updated posters distributed to local pharmacies.	Feb 2019	LH Diabetes working group (Lead - LHPCP)
		Agencies work with Murray and Eastern PHN's to register their service for Health Pathways.	All agencies are registered and utilising Health Pathways.	March 2019	LH Diabetes working group (Lead - Murray PHN / LHPCP)
	Sustain communication with pharmacies.	Agencies sustain local pharmacies communication and partnerships to promote the use of NDSS factsheet resources and local service posters	All pharmacies contacted at least twice a year.	June 2019	All agencies
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 accreditation process.	Agencies sustain primary NADC membership and complete accreditation.	All agencies are primary NADC members and accredited.	June 2019	LH Diabetes working group (Lead - Y&DMH)
		Coordinated approach to delivering NADC General Care Course.	General Care Course completed in all agencies across Lower Hume.	June 2019	LH Diabetes working group (Lead - Y&DMH)
NADC accreditation collaborative quality improvements	Agencies have a commitment to multidisciplinary care for consumers with high risk foot complications.	Map current high risk foot services and referral pathways within or servicing Lower Hume consumers, in partnership with Murray and Eastern PHN's Health Pathways.	High risk foot services and referral pathways mapped, with local service posters created and distributed to local health services.	April 2019	LH Diabetes working group (Lead - Y&DMH)

		Deliver 2 Benchmarque Foot Health Assessment Courses for Lower Hume health professionals.	Number of health professionals completing the course.	April 2019	Nexus and Y&DMH (Lead - LHPCP)
	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.	Map current DESMOND programs servicing Lower Hume consumers.	DESMOND program delivered in Lower Hume.	June 2019	Nexus and SH (Lead - Nexus & SH)
	Agencies have clear health plans and targets for each consumer.	Investigate opportunities for the DESMOND program to be delivered in Lower Hume.	Number of programs available and number of consumers participating in the programs.		
		Review tools for diabetes care planning including Diabetes Important Check booklets, RACGP one pager, MedWise app and My Health Record.	Agreement on which tools to utilise within agencies and to promote across Lower Hume.	March 2019	LH Diabetes working group (Lead – Nexus)
		Agencies work with Murray and Eastern PHN's to register their service for My Health Records.	All agencies are registered and utilising My Health Records.	March 2019	LH Diabetes working group (Lead - SH)
	Agencies have a commitment to ensuring timely, appropriate and efficient care.	Agencies review processes for following up with consumers for missed appointments.	All agencies have process in place for following up missed appointments with consumers.	May 2019	LH Diabetes working group (Lead - ADH)
	Agencies use evidence-based diagnosis and treatment of consumers.	Map current LIFE programs servicing Lower Hume consumers.	All agencies have a health professional trained to deliver the Life program or referral pathways into a service that does.	May 2019	LH Diabetes working group (Lead - LHAH&WP)
		Investigate opportunities for the LIFE	Life program local service	June 2019	LH Diabetes

		<p>program to be delivered in Lower Hume.</p>	<p>posters created and promoted/distributed to local health services.</p> <p>Number of programs available and number of consumers participating in the programs.</p>		<p>working group (Lead - LHAH&WP)</p>
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