



DIGITAL DELIVERY OF DIABETES PROGRAMMES IMPROVES CARE & ACCESS NATIONALLY FOR PEOPLE WITH TYPE 2 DIABETES

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BACKGROUND

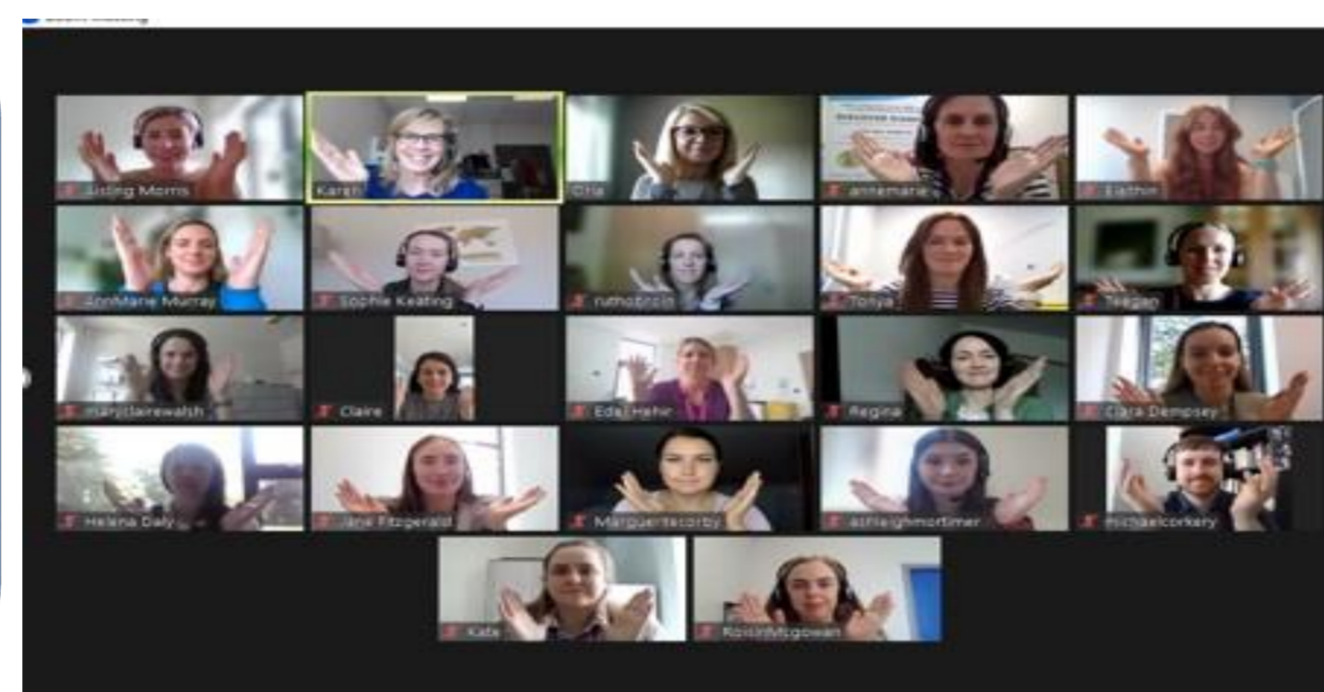
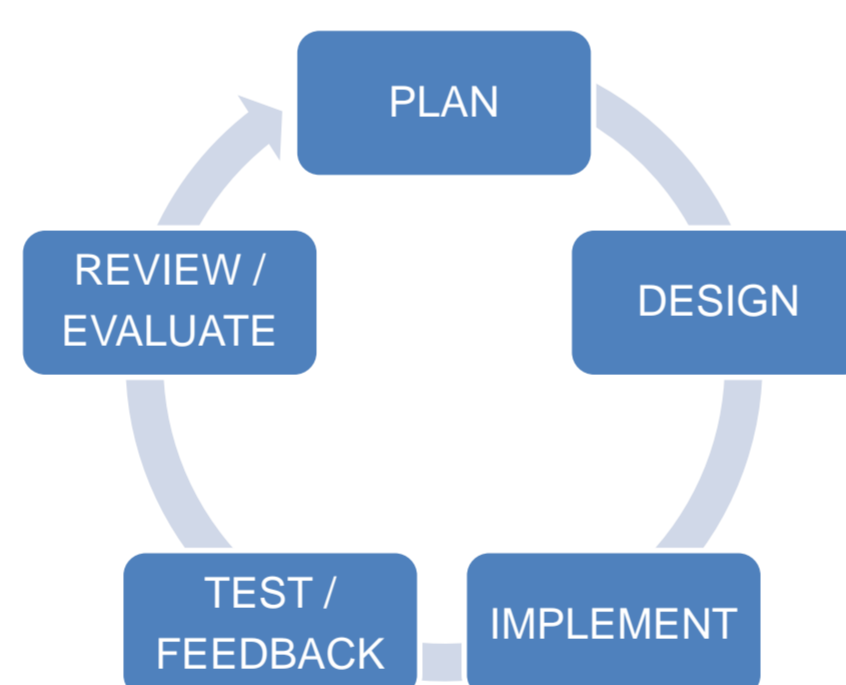
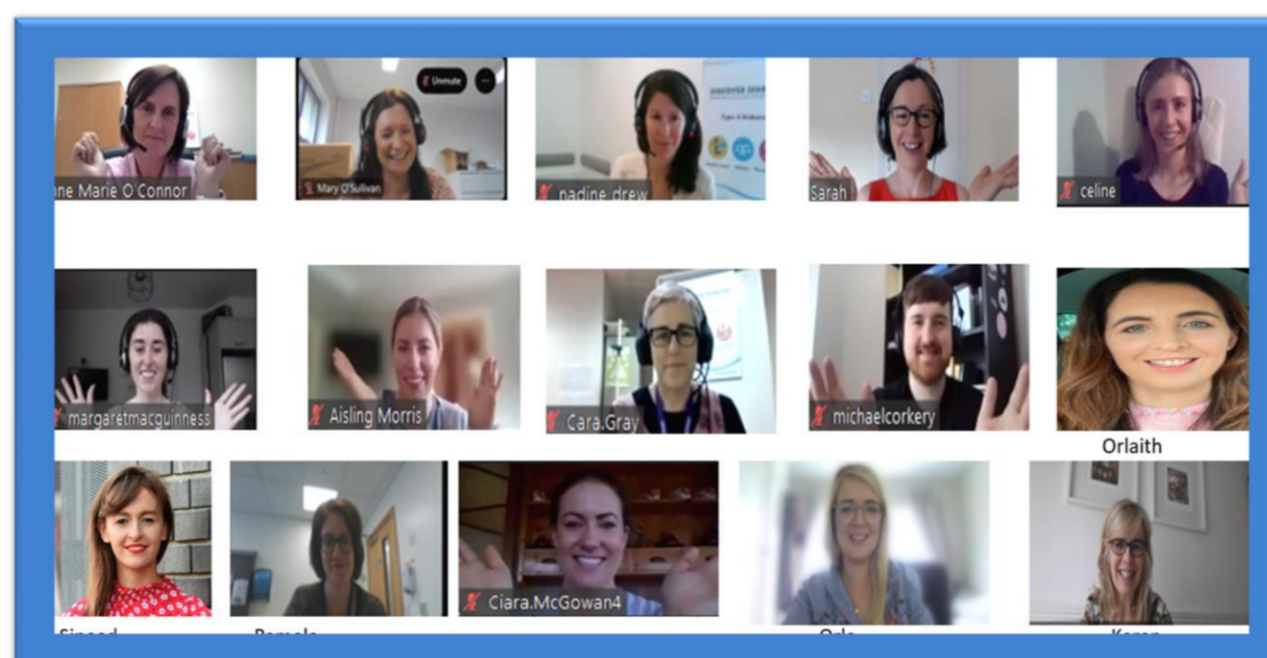
- The Irish health service model of integrated care for people living with type 2 diabetes (2018, 2024) and the ICPCD recommends self-management education and support (SMES) as essential to quality care. A clinically effective group type 2 diabetes SMES programme (DISCOVER DIABETES – Type 2) was successfully designed, developed and evaluated in 2019-2020 to improve care access through the ICPCD hubs. It was developed for the HSE by diabetes dietitians in partnership with people living with type 2 diabetes (n=180), in line with international standards and evidence base for SMES and diabetes care.
- This group in-person programme, an empowerment and behavioural person centred community-based intervention proved resource efficient and effective, improved access being free to all and also integrated with an extensive range of HSE services and supports.
- In 2020, the COVID-19 pandemic prevented group in-person SMES programme delivery. COVID-19 also activated major diabetes care challenges including: the high risk status of this cohort, limited access to GPs and other health care professionals and increased fear and isolation.

PURPOSE

The Self-Management Education team and ICPCD diabetes dietitians were challenged to respond rapidly with solutions to improve SMES access ignited by the pandemic. Having the HSE's own SMES group programme enabled pivoting to adapt and create innovative online solutions for group type 2 diabetes SMES and additional supports. Obstacles, related to IT systems, staff/client digital literacy, online pedagogy and change implementation, were efficiently and effectively resolved. .

METHODS

- ICP Dietitians worked together online**
 - Developed Online SMES Curriculum
 - Attention given to learning to date, dietitian care philosophy & online pedagogy
 - Stakeholder engagement: HSE Digital, ehealth Telehealth Programme, Age Action
- Iterative development process**
 - 4 testing rounds (Nov./Dec. 2020 – May 2021)
 - Client & staff feedback/evaluation
 - Online service user evaluation
 - May' 21: Online programme defined**
 - 1.5 hours x 6 weeks (core) & 6 month & year 1 follow-up
- Online SMES Package defined
 - Educational Videos developed
 - Telehealth support package defined
 - Online educator training programme designed & developed by diabetes dietitians. New ICP dietitians trained
 - QISMET Accreditation achieved 2023**



'I would just like to thank everyone involved in providing the course , it has been a huge help to me personally and has also given me the confidence to discuss the meds provided by doctors and consultants which I never had before'

'I found this course to be very informative especially in relation to the Health Check aspect. I previously accepted anything the doctor told me and now I feel confident to question/query. I now understand what the numbers mean. I have a much greater understanding of the medications'

'Just want to thank you again and again, giving the patient the proactive power to change is better than reactive healthcare'

RESULTS

- 114 Online courses** ran Nov. 2020 – Dec. 2023. **684** online core sessions.
- Excellent engagement: more than 4 out of 5 people who registered participated.
- 1338 registered**, **1122** participated (Nov. 2020 – Dec. 2023).
- 122 educators** trained from **8 CHOs**.
- 2020-2021: Group sizes** (registered): 6-16, **Age** 26-81, 55% men

Online Environment & Experience

'educational, inspirational and enjoyable' *'invaluable'*

2021 Online Implementation Service User Evaluations: 18 courses, n=85

	% agree/strongly agree
Knowledge & Skills	
• New Information	93%
• New Skills	92%
Confidence	
• Talking to HCPs	86%
• Talking to family	80%
Awareness	
• T2DM: serious & treatable	94%
• Personal <i>diabetes health results</i> useful	90%
Positive Experience	
• Made changes since	94%
• Course of benefit	93%
• Would recommend it	93%

CONCLUSION

The accredited online group type 2 diabetes SMES programme has been well received by people with diabetes. It improves access to SMES and other HSE services and supports, now offering a choice of in-person, online or blended care. Accessibility has improved - people living with type 2 diabetes and their families have participated from varied locations (at home/work, roadside e.g. trucks/taxis and abroad). This innovative solution offers a person centred co-ordinated integrated quality service to meet health needs.

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References: available on request.



Enhanced Community Care