



Waiting List Initiative for Adults with Type 2 Diabetes Accessing Self-Management Education & Support

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DISCOVER DIABETES

Diabetes Insights & Self Care Options Via Education & Reflection

Type 2 Diabetes

BACKGROUND

- Self-management education and support (SMES) programmes are recognised as a core component of care for people living with type 2 diabetes. The DISCOVER DIABETES – Type 2 programme is an accredited SMES programme which is aligned with the national Slaintecare programme goals of right care, right place, right time. DISCOVER DIABETES – Type 2 has been shown to empower people with the knowledge, confidence and skills needed to self-manage their diabetes. Timely access to care is recommended.
- In March 2020, in-person DISCOVER DIABETES – Type 2 programmes were paused due to Covid-19 pandemic restrictions. In Waterford, in-person DISCOVER DIABETES – Type 2 programmes remained paused between March 2020 and November 2022.
- During this period, seventy five percent of people on the waiting list expressed a preference for attending an in-person, rather than online, DISCOVER DIABETES – Type 2 programme.
- This resulted in significant increases in waiting list numbers and waiting times.

AIMS & OBJECTIVES

- AIM:**
- To develop and action a waiting list initiative
- OBJECTIVES:**
- To reduce total waiting list numbers
 - To reduce waiting times from referral to invitation to a DISCOVER DIABETES – Type 2 programme
 - To maintain a quality service that meets the needs of those participating in the DISCOVER DIABETES – Type 2 programmes

METHODS

- The waiting list initiative was developed, in collaboration with the Dietitian Manager CHO 5, the Waterford Integrated Specialist Healthcare (WISH) HUB Operational Lead and Administration Support.
- The waiting list initiative targeted:
 - Administrative waiting list validation
 - Significant additional DISCOVER DIABETES – Type 2 programme delivery
- All on the waiting list were invited to confirm their interest in attending upcoming DISCOVER DIABETES – Type 2 programmes. This work was supported by the WISH Administration Support.
- Sixteen in-person DISCOVER DIABETES – Type 2 programmes (sixty four sessions) were delivered across Waterford city and county, between January 2023 and February 2024.
- The sixteen programmes sought to meet the expressed preferences and needs of the people waiting.
- Morning, afternoon and evening in-person programmes were delivered. Family and support persons were invited to take part.
- The sixteen programmes were delivered by one senior dietitian.



Healthy Food



Balance



Physical Activity

RESULTS

- Results reflect the waiting list initiative completed between January 2023 and February 2024.
- The waiting list initiative resulted in:
 - 82%** reduction in total waiting list numbers: **419** (Jan 2023) to **74** (Feb 2024)
 - 100%** reduction in waiting times > 52 weeks: **71%** (Jan 2023) to **0%** (Feb 2024)
- In February 2024, the longest waiting time for a DISCOVER DIABETES – Type 2 programme was reduced to **< 3 months**.
- Qualitative evaluation of the DISCOVER DIABETES – Type 2 programmes delivered, indicated high levels of satisfaction amongst participants.

DISCOVER DIABETES – Type 2 SMES Waiting List



"I have learned more in the last 4 weeks than I ever knew in the 30 years I have diabetes"

"Incredibly helpful and informative and gave me all the knowledge I need to better understand and manage my diabetes"

"The group was great for bouncing ideas and learning from each other"

"I loved the group and the peer participation"

CONCLUSIONS

- Timely access to self-management support programmes, such as DISCOVER DIABETES – Type 2, is vital. These programmes are a key component of diabetes care, empowering people living with type 2 diabetes to live healthily, to take an active role in their own care and to improve their quality of life.
- The waiting list initiative, which took place between January 2023 and February 2024, successfully resulted in a significant reduction in waiting list numbers and waiting times for people living with type 2 diabetes in Waterford.
- This has resulted in the WISH HUB being able to offer more timely access to care.
- High levels of participant satisfaction were maintained throughout the period of the initiative.

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