

RURAL SUPPORT SERVICE

Diabetes Service

Annual Report 2023

Executive Summary

The Rural Support Service (RSS) Diabetes Service aims to offer flexible, responsive, and innovative services to support the regional Local Health Networks (LHNs) across medicine, nursing, midwifery and allied health in the acute, community and aged care settings.

The [RSS Strategic Plan 2022-26](#) is fundamental to the safety and quality of established programs and planned projects. The RSS Diabetes Service programs and projects are aligned with the RSS principles of:

- Client focus
- Co-design approach
- Outcome driven
- Innovative models of care
- Partnership and engagement, and
- Value creation.

The RSS Diabetes Service is staffed by Rachel Woods, Advanced Nurse Consultant, Collette Hooper, Nurse Practitioner and Barbara Cummins, Project Administration Officer. There is no Endocrinology position.

Key Functions

Clinical Leadership and Collaboration

The RSS Diabetes Service has worked to develop and maintain collaborative partnerships on an international, national, and state level to share information with regional LHNs and benefit from the strengths of working together.

Rachel and Collette hold membership with the:

- Australian Diabetes Educators Association
- Australian Diabetes in Pregnancy Society
- Australian Diabetes Society
- Diabetes SA
- National Association of Diabetes Centres
- National Diabetes Services Scheme
- SA Formulary Committee – Endocrine Reference Group and
- SA Health Diabetes Community of Practice.

As Credentialed Diabetes Educators™, Rachel and Collette are nationally recognised as advanced practice health professionals. Collette has attained Fellowship status.

To strengthen evidence of practice, education and to facilitate research, Collette is a member of the Australian College of Nurse Practitioners, holds a Flinders University SA Associate Lecturer position and is a member of the Flinders University SA – Diabetes Education Postgraduate Course Reference Group.

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The RSS Diabetes Service has built and maintained collaborative partnerships with each regional LHN. Collette partners with regional local health networks (LHN) as a member of the in the regional LHN and RSS Maternity Services Committee and facilitates the regional LHN Diabetes Specialist Nurse Network bi-monthly meetings.

Information Systems and Communications

Information systems are integral to the regional LHNs access to appropriate clinical resources to support timely clinical decision making and care. The two points of access for clinical protocols, procedures, work instructions and consumer resources are the:

- [RSS Diabetes Service SharePoint](#), has been reviewed and updated, and the
- [RSS Diabetes Service Website](#) also has been reviewed and updated.

The Australian Diabetes Educators Association (ADEA) [Credentialed Diabetes Educators Register](#) has been maintained to provide a list of current regional LHN Diabetes Specialist Nurses who are nationally credentialed. This register aims to:

- provide regional LHNs with a register of RN/NP-CDEs for accreditation purposes
- recognise and acknowledge the ADEA RN/NP CDE as an expert practitioner working within established contemporary practice, and
- raise awareness of this credential, the requirements to achieve it and the benefits that come from employing a RN/NP CDE.

The [RSS Diabetes Service Directory](#) has been maintained to facilitate supported communications between regional and metropolitan LHNs, and between the regional LHN diabetes services to ensure timely communications and follow up referrals for people with diabetes being transferred between hospitals and health services.

The RSS Diabetes Service Directory is accessible via SharePoint and the website.

The Client Management Engine (CME) data is used to monitor data on clinical priorities and client profile. This data can be used by regional LHNs for service planning, service development and evaluation.

The *Diabetes Update* is a publication produced quarterly. Currently there are 459 subscribers working in Australia/New Zealand, in Aboriginal health services and in non-government and/or private organisations 53 working internationally.

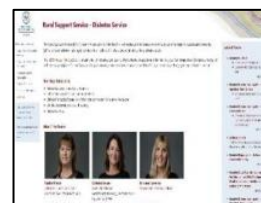
Additional recent examples of innovation and new ways of working include design and support for implementation of:

- assessment and clinical review consultations via telco and/or Healthdirect.
- consultation remote monitoring for blood glucose monitoring, insulin pumps and continuous glucose monitoring
- planning for Sunrise electronic medical records transition (e.g. IV insulin infusion order sets and blood ketone monitoring) and
- electronic consumer action plans (e.g. Self-Care Checklist and Goal Setting and Starting Insulin)

Clinical Protocols, Procedures and Resources

The Diabetes Models of Care for acute, aged care and community settings are evidence based, person centred and support quality and safe contemporary clinical care and training.

All clinical protocols, procedures, clinician and consumer resources (e.g. training packages, fact sheets) aim to minimise risk and guide best clinical practice to strengthen the delivery of high-quality health and wellbeing services for regional communities. Working collaboratively across regional LHNs, supported by effective partnerships, engagement and communication, these resources acknowledge local challenges, offer local solutions and are easily accessible from the RSS Diabetes Service [SharePoint](#) page and the RSS Diabetes Service [website](#).



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In 2023, the following clinical protocol was reviewed and approved by all regional LHN Clinical Governance Committees for implementation:

- Treatment of hypoglycaemia in people with diabetes in the hospital and community setting – Protocol.

In 2023, the following clinical protocols, procedures and work instructions were reviewed and are awaiting regional LHN Clinical Governance Committee approval for implementation:

- Continuous Subcutaneous Insulin Infusion (CSII) in the Community Setting – Work Instruction
- Diabetic Ketoacidosis Management in Adults – Protocol
- Hyperglycaemic Hyperosmolar State Management in Adults with Type 2 diabetes - Protocol
- Intravenous Insulin Infusion in Adults with Diabetes who are fasting, receiving perioperative or intrapartum care or who have hyperglycaemia – Protocol
- Intravenous Insulin Infusion Charts (MR-INF-A and MR-INF-B)
- Perioperative Diabetes Management in Adults – Protocol and Work Instruction.

In 2023, the following consumer resources were reviewed or developed:

- Self-Care Checklist and Goal Setting Action Plan - *hard copy with iApply version pending*
- Starting Insulin Action Plan – *hard copy with iApply version pending*
- SGLT2 inhibitors - Diabetes - *hard copy with iApply version pending*
- Perioperative Diabetes Management - 9 consumer fact sheets:
 - Colonoscopy and type 1 diabetes (insulin pump)
 - Endoscopy and type 1 diabetes (insulin pump)
 - Colonoscopy and type 1 diabetes (insulin injections)
 - Endoscopy and type 1 diabetes (insulin injections)
 - Colonoscopy and type 2 diabetes
 - Endoscopy and type 2 diabetes
 - Surgery and type 1 diabetes (insulin pump)
 - Surgery and type 1 diabetes (insulin injections)
 - Surgery and type 2 diabetes.

The RSS approved consumer resources have been added to the RSS Diabetes SharePoint and RSS Diabetes Website.

Workforce Development and Training

The RSS Diabetes Service has contributed to the development and up-skilling of the regional LHN workforce to improve current health care delivery approaches and embrace new ways of working.

Various activities are offered including clinical orientation and mentoring of new staff, clinical mentoring of current staff looking to build new and advanced skills, clinical supervision, professional development, clinical support and case conferencing. Graduate and undergraduate students are also included in training in partnership with various tertiary institutions.

The regional LHN Diabetes Specialist Nurses are supported by a bi-monthly Advanced Continuing Professional Development Program offered via Microsoft Teams. Topics included Paediatric type 2 diabetes, Cancer care, Principles and current trends in management and Australasian Diabetes Congress 2023.

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The Annual 2 Day Face to Face Workshop was attended by 32 regional LHN Diabetes Specialist Nurses and presentations included: type 1 diabetes, diagnosis and management, diabetic ketoacidosis and MedStar, diabetic gastroparesis, principles and current trends in management, type 2 diabetes in children and young people, transitioning from paediatric and regional LHN adults services, the Alcohol, Smoking and Substance Involvement Screening Test (ASSIST) and contraception.

Round table discussions on Insulin titration and Consumer fact sheets and regional LH Diabetes Specialist Nurses case studies.

Approximately 500 regional LHN generalist medical, nursing, midwifery and allied health care staff from acute, community and/or aged care settings have attended formal training activities via Microsoft Teams and/or on site.

Examples of training activities include:

- Australasian Diabetes Congress - round table discussion
- Cancer care, principles and current trends in management
- Case Study – a delicate deviation
- Continuous Subcutaneous Insulin Infusion (e.g. CSII or insulin pump) and Continuous Glucose Monitoring (CGM) Technology Update.
- Diabetes in pregnancy
- Diabetes in the perioperative environment
- Hyperglycaemia Protocol and basal Bolus Insulin Chart (MR62H)
- Leecare Diabetes Management Plan
- NovoPen 6 re-smart insulin pen with dose memory and transferable injection history to compatible uploading application and connectivity with Continuous Glucose monitoring (CGM) data update
- Paediatric type 2 diabetes
- Safety Learning System (SLS) related to High-Risk Medication insulin an update on diabetes medications
- South Australian Inpatient Diabetes Study.

The number of informal opportunities (e.g. face to face, via telco and/or email, quarterly diabetes update publication) and self-directed online training packages attendance is unknown.

Clinical Services

Collette provides a Nurse Practitioner [clinical service](#) which offers advanced assessment and clinical care for people with complex diabetes management, living in country areas with no access to locally based suitably qualified health professionals.

This clinical service offered two full days per week and either face to face, via telco or Healthdirect. Clinical priority is given to:

- children, teenagers and adults with type 1 diabetes on multiple daily injections and/or insulin pump therapy
- children, teenagers and young adults with type 2 diabetes
- women with diabetes in pregnancy.

The *HS S 1 Contact Data Trends for a Specified Worker Report* identifies 179 clients were engaged with the service, 381 clinical contacts were attended and 408 hours were utilised. There are no known Safety Learning System incidents and formal / informal responses received from consumers and key stakeholders to date have been positive.

Indirect clinical service consultations and/or case conferences requested, were actioned within two business days by either the RSS Diabetes Service Advanced Nurse Consultant or the Nurse Practitioner.

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More than 100 clinical consultations and case conferences were received from the acute, paediatric, obstetric, community and aged care settings and included assessment and management all types of diabetes, including medical emergencies.

Future Plans

The RSS Diabetes Service aims to provide a responsive and clinically sound service to:

- harness innovation and new ways of working through the pursuit of digital and technological advancements and innovation that will help drive improvements in the delivery of health care and meet the needs of regional communities.
- build on collaborative partnerships to bring together and hold regional LHNs, consumers and other key stakeholders to work as partners, share information and benefit from the strengths of working together.
- enable the regional workforce to improve current health care delivery approaches and embrace new ways of working.
- optimise regional health and wellbeing services through comprehensive planning, delivery and support of high-quality health and wellbeing services as close to home and/or regional communities as possible.
- deliver efficient business services which are high-quality, person-centred and support the optimal functioning of regional LHNs.

The RSS Diabetes Service staff will continue to be open to the ideas and needs of the regional LHNs and welcome feedback on all projects and programs.



From left to right:

Barbara Cummins - Project Administrative Officer, Collette Hooper - Nurse Practitioner - Diabetes and Rachel Woods - Advanced Nurse Consultant