

Why should people with Type 1 diabetes miss out? Establishing Year of Care (YOC) in the hospital setting.

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Background

The traditional medical model is not suited to enabling people with long term conditions live their everyday life. We applied the Year of Care model to secondary care whilst it was introduced to the Community.

Method

Three HCPs attended "Train the Trainers Training". YOC courses ran for HCPs from both Community and Secondary Care. Further training for clinical support nurses overcame barriers allowing greater understanding of YOC and Care Planning. Identifying enthusiastic members of our administration team enabled us to modify the YOC templates to become part of our Diabetes Database, allowing automated last generation.

Barriers

Barriers to establishing this patient centred care included outpatient staff for pre-clinic assessment, setting up IT systems, the concept of patients setting their own goals, engagement of colleagues, clinic codes and payment pathways.

Outcomes

Pre clinic assessments by the clinical support nurse occur one month prior to the clinic. This change is cost neutral and has enhanced their nurse role providing greater job satisfaction. The Commissioners are not charged for this appointment, a "ghost" clinic has been established.

The Diamond database has been adapted to generate a result sheet.

Results with explanation and "things to think about" prompt are sent out two weeks before their appointment allowing time for reflection.

The patient's clinic appointment allows for a true conversation, with the patient setting their own goals. The HCP remains important in helping ensure the goals are SMART and local services are supportive.

Patient feedback is favourable.

The patient determines future follow up plans e.g. this may be regular HbA1c testing with feedback, attending group or one-to-one sessions.

Our experience is that very few patients opt for the traditional 6 monthly review appointment.

This has led to us changing our way of working providing what the patient wants rather than what we think the patient should have.

Summary

Introducing YOC allows patients with Type 1 diabetes who mainly attend the hospital to benefit from this new model of care. It is too early to report formal clinical outcomes.

References

- DOH (2008) National Service Framework for Diabetes – Standards
NICE (2011) Diabetes in Adults Quality Standards
YOC (2011) www.diabetes.nhs.uk/year_of_care