

IDEAS Expansion

Scaling up an integrated model of care for type 2 diabetes within Primary Health Care

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Carina Martin

General Manager Partnerships & Service Development

Carrington Health

cmartin@carringtonhealth.org.au

Ph: 0414 744 396



In this presentation...

1. What is IDEAS & setting the scene of the project
2. A brief history & development of the IDEAS model of service
3. About the expansion project
4. Our key learnings

Setting the scene...

IDEAS

Integrated Diabetes Education and
Assessment Service

Setting the scene...

Eastern Melbourne PHN

Hospital admissions for people with diabetes complications are the highest of ALL ambulatory care sensitive conditions across the EMPHN catchment



Setting the scene...

Partnership enabled



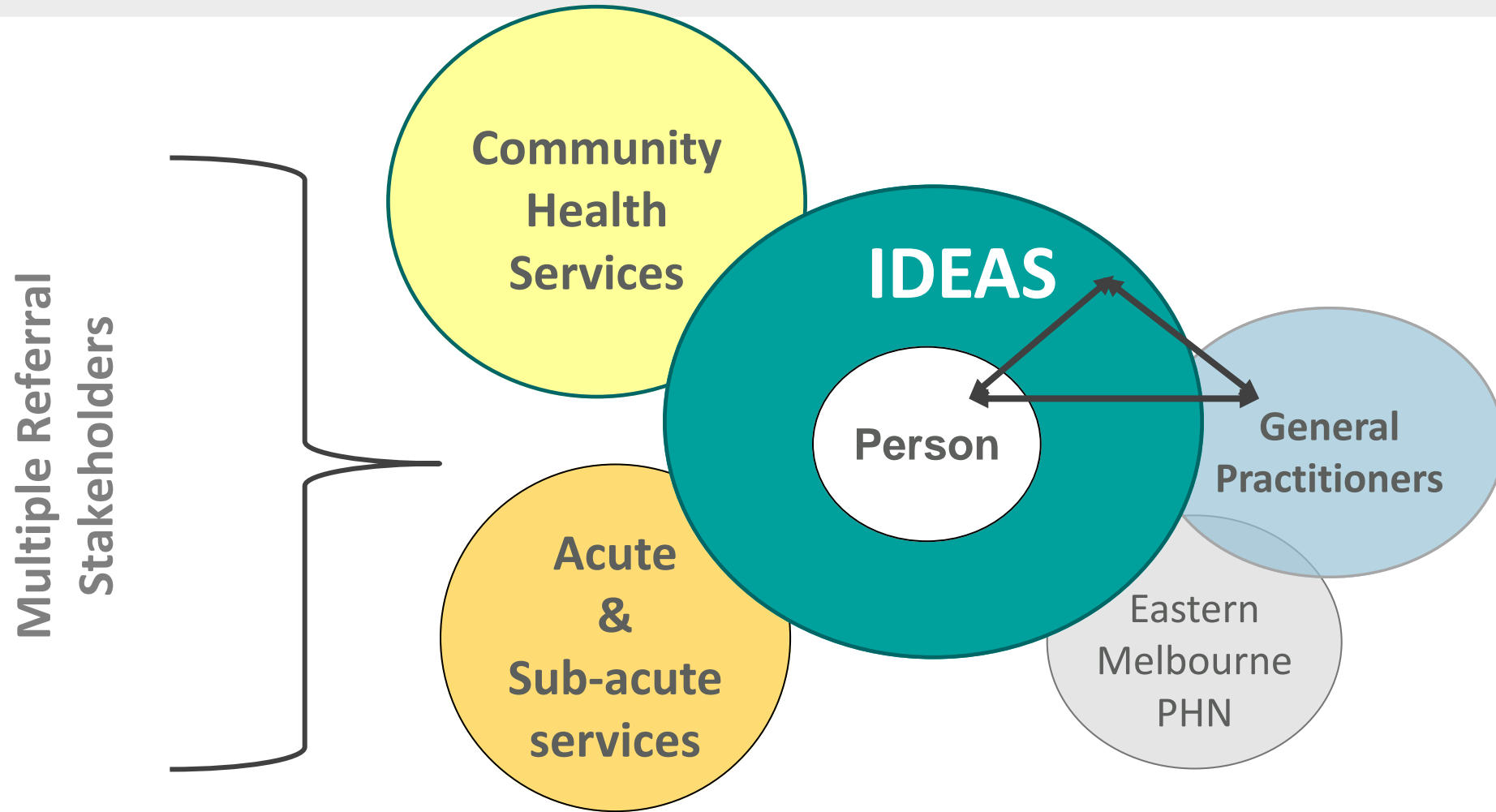
Setting the scene...

- Type 2 Diabetes Mellitus is increasing at epidemic proportions
- 3.3 million Australians by 2031
- EMPHN = 4.6% representing over 70,000 individuals
- Optimal healthcare = effective long term management, rather than episodic, reactive treatment
- Enabling individual self-management = critical success factor

A brief history – the IDEAS model of service

- Developed & piloted in 2009 & replicated in 2010
- Multidisciplinary team based care, in a community setting
 - Specialist medical & allied health services
- Person centred
 - Empowers individuals
- An integrated approach to diabetes management
 - Integrating at the clinical, operational & service system levels

Integrated model of service



A brief history – the IDEAS model of service

➤ **Confirming the model of service**

- ✓ Processes in place, clients pleased, diversion to IDEAS, reducing demand on hospitals in the region

➤ **Formal evaluation of model of service delivery**

- ✓ Comparable reductions in HbA1c
- ✓ Positively trending data in regards the PAID (diabetes distress) & self-efficacy
- ✓ Statistically significant - individual's perceived quality of service

A brief history – the IDEAS model of service

➤ Exploration of client experiences – qualitative

- ✓ People are more comfortable in the IDEAS setting
- ✓ People are less worried
- ✓ People are more confident
- ✓ People achieve behaviour change



**“Feel I have found a balance between
what I have to do & getting on with
my life”**

About the IDEAS Expansion project

- EMPHN perspective - seeking to fund projects that include:
 - Partnership, service coordination and integrated chronic disease care solutions to provide:
 - good clinical outcomes
 - high patient satisfaction
 - return on investment

About the IDEAS Expansion project

- Lead by Carrington Health Project Manager
 - Using comprehensive implementation guidelines
 - Clinical working party – all sites, all staff
 - Across sector steering group
 - Identification of lead/change champions
 - 3 month phased roll out, introducing a site per month
 - Tailored GP engagement

About the IDEAS Expansion project

➤ Evaluation includes

- Process/systems – undertaken & ongoing PDSAs via clinical working party
- Service utilisation
- Evaluation of engagement with general practice – including audit of referral content per the Victorian Specialist Clinics Referral Audit Tool
- Client & staff satisfaction
- Clinical outcome data (preliminary information available)

Description of the past year's expansion project

Aims:

Replication at 3 new service sites

[grow 2  5]

Consistency of practice & standard operating systems



Outcomes:

- ✓ phased establishment
 - 1/2 day sessions x 5 sites
- ✓ systems replication
 - referral protocols
 - elimination of 'paper based' systems
 - consistency between 3 OPDs & 5 CHSs
 - responsive to EH OPD setting reforms

Description of the past year's expansion project

Aims:

Increased interface
with general practice



Outcomes:

- ✓ consistent messaging
- ✓ locally relevant GP engagement
- ✓ very successful GP CPD event
- ✓ GP referral to IDEAS built across all sites
 - all new sites with referrals in 1st month
 - 155% ave increase in direct referrals
 - 98% compliance with VSC Guide audit

Description of the past year's expansion project

Aims:

Positive client
outcomes - clinical &
satisfaction



Outcomes:

- ✓ consistent data collection within community health based CMS enabled
 - across all 5 sites
 - clinical assessment data entry & outcomes reporting
 - reporting of aggregated clinical outcomes across population group & within individuals
- ✓ ½ sample \geq 1% reduction HbA1c

Description of the past year's expansion project

Aims:

Positive impact on
OPD waitlists



Outcomes:

- ✓ flexibility within community health enabled response to OPD e-health record & referral system implementation
- ✓ improved efficiencies & team approach to access to service
- ✓ all endocrinology referrals for Type 2 diabetes management diverted to IDEAS

Description of the past year's expansion project

Aims:

30 % increase in #
clients seen & hours

End project targets
455 individuals
465 hours



Outcomes:

- ✓ 545 new individuals
- ✓ 680+ additional hours
- ✓ 432 new referrals
- ✓ 850+ consultations

“A selection can be made to triage a referral to the closest IDEAS at the click of a mouse – this really has improved our ability to offer local and timely service for the community.”

Our key learnings

- Partnership – leveraging expertise
- Absolute commitment to a model of integrated service delivery
 - Micro (integration at the clinical level)
 - Meso (integration at the organisational level)
 - Macro (integration at the service system level)
- Understanding of replicability
- Patience
- Building on success – translation of research into practice

Our key learnings

- Building local teams
- Seamless funding integration invisible to client
- Regional body of oversight (EMRDISC)
- Engaging with senior managers & organisational leaders
- Opportunity exists to leverage this experience



Thank you again to our IDEAS partners



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Carina Martin
General Manager
Partnerships & Service Development
cmartin@carringtonhealth.org.au
03 8843 2264

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