

# GH Paediatric Diabetes Project

Consumer/Carer Survey

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# GH Paediatric Diabetes Project - Overview

#### Purpose

Service Review
New Model of Care

#### Scope

Paediatric (<18)
Type 1 Diabetes Mellitus
GH Ballarat region

#### **Funding**

Jan- June 2024 Better @ Home

June 2024 - June 2025 GH Primary & Community Care



# Key Identified Service Gaps:



Nil Formalised Model Of Care / Best Practice treatment guidelines



Growing patient population – challenges accessing specialist care



Lack of systems for organisational oversight



**Workforce Deficits** 



Challenges accessing and reporting patient data



Suboptimal Health Outcomes + Significant Burden of Disease

## **Project Process:**

Phase 1: Commissioning



Phase 2: Diagnostics



Phase 3: Solution Design and Implementation



Phase 4: Evaluation and sustainability



Frankel A, Haraden C, Federico F, Lenoci-Edwards J. A Framework for Safe, Reliable, and Effective Care. White Paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017.

# Carer/Consumer Survey – QA project





# Parent/Carer Consumer Survey Ballarat Paediatric Diabetes Service Grampians Health &

This is a survey for Parents/Carers of children who receive care from the Ballarat Paediatric Diabetes Service at Grampians Health (GH).

You have been invited to complete this survey as you are listed as the Parent/Carer of a child who receives diabetes care from this service. The survey will take approximately 5-10 minutes. Information from the survey will be used for the purpose of understanding the experience of consumers with the goal of improving the service.

This survey is voluntary, and all feedback will be kept anonymous

Your care and the care of your family will not be negatively impacted by your responses.

This survey is part of a larger project that seeks to understand and improve the current service.

If you have any questions, concerns or if you would like to request a copy of the report of this survey upon completion please contact the project lead Madeline Slater on 0438 146 032 or <a href="mailto:Madeline.Slater@gh.org.au">Madeline.Slater@gh.org.au</a>





## Results:



Requested \(\bar{\}\) access to clinicians



Requested  $\downarrow$  wait times while attending appointments

### Additional key feedback:

Requests for psychology support and telehealth

Concerns re: inconsistent diabetes care

Overall <u>positive</u> feedback regarding clinicians within the service

## **Looking forward**

Phase 4: Evaluation and sustainability

## **Partnering with Research**





#### Aim:

To measure the impact of the New Model of Care upon HBA1c, reported carer/consumer experience + staff feedback

#### **Purpose:**

Guide QI + Ethics approval + Share findings



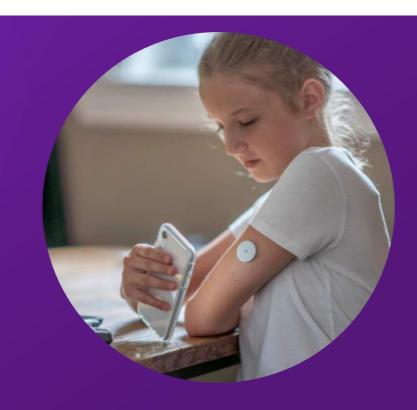
# Questions?

### Madeline Slater

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# Thank you









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