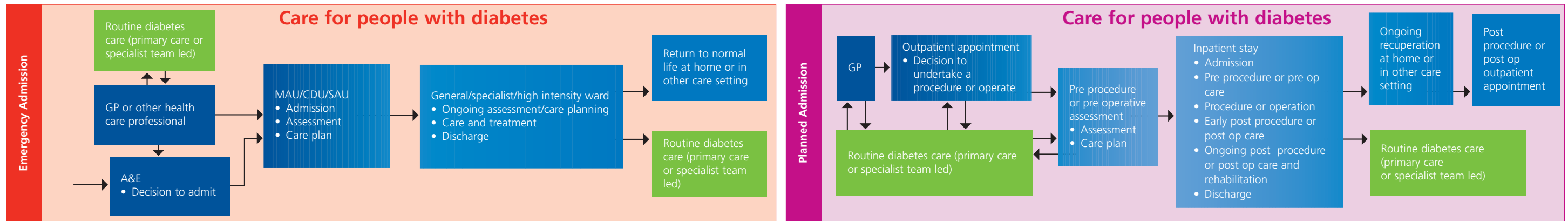


Delivering quality and value

Inpatient care for people with diabetes



Institute for Innovation and Improvement



Key Characteristics	Patient experience	Early identification	Assessment	Care pathway	Inpatient specialist team	Staff education
	Clear focus on patient experience to guide the organisation and delivery of care for people with diabetes	Fail safe system for early identification of people with existing diabetes and those with hypo/hyperglycaemia to enable appropriate responses throughout their care	Early, comprehensive and standardised assessment of the patient's relevant diabetes needs in planned and emergency care	Jointly agreed and effectively implemented care pathways to appropriately support individual patient need	Effective use of inpatient specialist diabetes team	Appropriate training using adult learning models
Elements	<ul style="list-style-type: none"> Provide early and clear information about what to expect whilst staying in hospital in relation to their diabetes Give patients confidence in their diabetes care through good staff attitude and environment Supply a contact person should the patient have any concerns about their diabetes Encourage and support appropriate self care Identify and appropriately address the patient's diabetes learning needs or refer on for community support Implement patient feedback mechanisms and act on results 	<ul style="list-style-type: none"> Flag diabetes patients Measure blood glucose at initial point of assessment Use diabetes registers / national spine data Diagnose diabetes within a hospital setting where appropriate, if diagnosis is in doubt arrange appropriate follow up Track diabetes patients 	<ul style="list-style-type: none"> Identify patients with complex needs Complete risk assessment linked to diabetes complications (e.g. neuropathy/ nephropathy and foot ulcers) Explore the patient's knowledge, ability and desire to self care Decide on appropriate pathway (indicating required level of specialist team input) Clearly record assessment 	<ul style="list-style-type: none"> Actively use standardised care pathways linked to high, medium and low intensity support Have clear and concise guidance on the investigation and management of each intensity of support pathway (including glucose monitoring and hypo/hyperglycaemia management) Ensure all staff recognise that they have a responsibility to all patients with diabetes and they understand their role at all times and in all areas Prioritise and use diabetes specialist team resources efficiently Reduce insulin errors by improving the use of diabetes therapies Regularly audit performance against agreed standards 	<ul style="list-style-type: none"> Ensure the resources, structure and leadership are appropriate to local need and circumstances Share understanding of roles and responsibilities Set and monitor clear team and individual objectives to match local patient needs Actively plan and prioritise workload Provide the following services: <ul style="list-style-type: none"> direct patient care timely advice to others on individual patient care maintain and develop own skills facilitate the education and learning of others develop, maintain and monitor local guidelines communicate effectively within the team, with others in the hospital, and with community and primary care staff 	<ul style="list-style-type: none"> Identify and prioritise opportunities for staff training and education on diabetes Provide learning opportunities to specialist clinical staff, non specialist clinical staff, support staff around diabetes Use a wide range of learning methods to meet learning preferences and maximise attendance Monitor skill levels across the organisation in terms of diabetes to guide future training Where possible, employ an education approach that uses: <ul style="list-style-type: none"> a coaching style real patient cases active participation of learners the workplace environment

Key Characteristic	Elements					
Commissioning and planning	Good communication between the diabetes specialist team, hospital management and commissioners allows effective organisation and delivery of high quality, patient focused services	Understand and use all available NHS funding mechanisms, both internally within the hospital and with commissioners, to support the delivery of high quality diabetes care	Establish and agree care plans, outcome standards and staff training responsibilities for inpatient diabetes care within the hospital and with commissioners	Performance manage diabetes care against agreed standards using routine hospital data, audit and incident reporting, and use this information in ongoing dialogue with hospital management and commissioners	Ensure inpatient diabetes care is integrated into the systems for ongoing chronic disease management within the wider health community	Work to keep diabetes care as a high profile issue within the hospital and wider health community

