

# HCL Education and Training

For PWD and HCP's

**Geraldine Gallen and Amy Jolley**

**#DTNUK2025**



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# HCL Preparation and

# Implementation

**Geraldine Gallen and Amy Jolley**

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# Don't put up educational barriers



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# Don't try and reinvent the wheel



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WHY REINVENT THE  
WHEEL WHEN YOU  
DON'T HAVE TO?



## Course

# DAFNE Closed Loop Essentials

You're on this course ✓





Course description

**Course content**

Course reviews

## About this course

 5 hours study

 Level 0: Beginner


 Gain a digital badge

Ratings 

0 out of 5 stars

## You're on this course

You can download or print an Activity Record at any point during this course. If you complete all sections you will gain a free 'Statement of Participation' / badge(s). These are available within your profile.

 [View your profile](#)

# Pump Choices



## Making a decision about managing type 1 diabetes

### What is this leaflet?

This leaflet is for people with type 1 diabetes.

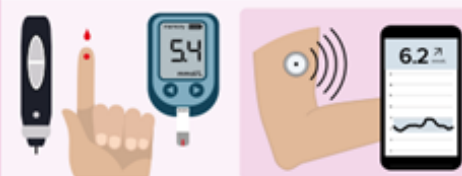
It can help you decide between the different technology available to manage diabetes.

There are some parts for you to fill in.

You should go through this leaflet and then talk to your diabetes team.

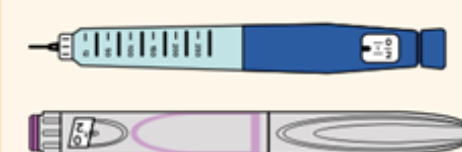
About type 1 diabetes	Page 2
A summary of the technology available	Page 3
Which technology am I eligible for?	Page 4
Helping you think about what is important to you	Page 5

### Measuring glucose



About continuous glucose monitors (CGM)	Page 6
Choosing how to measure glucose	Page 7
Comparing brands of CGM	Page 15

### Insulin and insulin pens



About insulin and insulin pens	Page 8
Choosing an insulin pen	Page 9
Comparing brands of pens	Pages 16 & 17

### Insulin pumps



About insulin pumps	Page 10
Choosing an insulin pump	Page 11

### Hybrid closed loop systems



About hybrid closed loop systems	Page 12
Comparing hybrid closed loop systems	Page 18

Preparing for your appointment and further information and links	Pages 13 & 14
Comparing brands of devices	Pages 15 to 18



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# Pump Choices



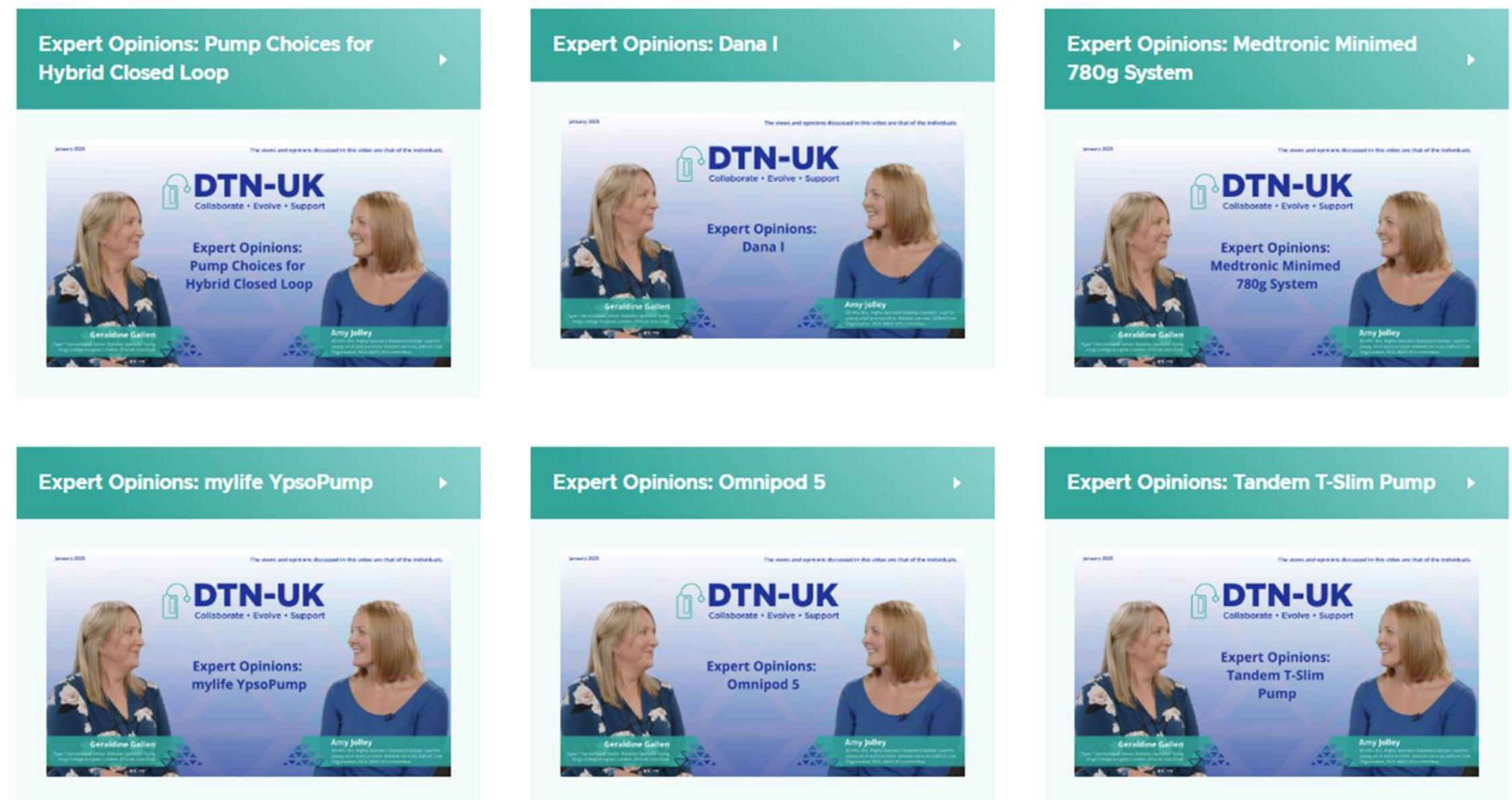
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- Send out choices (70%)
- x1 F2F Showcase
- x1 Virtual Showcase

[Home](#) / [DTN-UK](#) / Expert Views on Devices

## Expert Views on Devices

Our experts share their personal views and opinions on the wide range of pumps available to help you to understand the factors that should be considered when selecting a pump.





# Peer Support

## **T1D peer support group @ KCH Est. Jan 2024**

- Admins
- Launch event
- Email and closed Facebook group
  - Instagram
  - WhatsApp
- Annual F2F event
- Splinter groups

## **Clinical support**

- Facilitators
- Resources

## **Benefits to Kings T1D service**

- Safe and inclusive support group
- Technology experience
- Service development and study days





# PWD Tech Events



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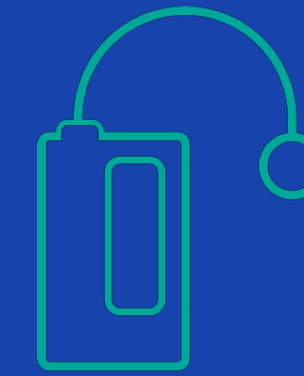
- Tech awareness sessions/expert users
- Showcase event for new and upgrades
- Webinars
  - Education/research and tech updates
  - DAFNE Refresher
  - 'Getting the best from your HCL'
  - Links with Industry webinars/support

**Buddy up with another  
service**





# Industry Partners



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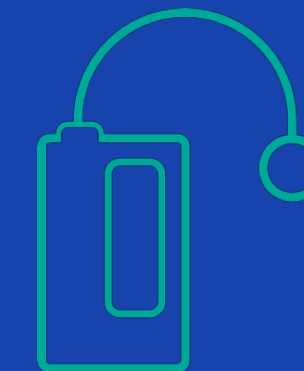
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- Apps
- Demo pumps
- Training videos
- Pre- learning
- Technical optimisation sessions
- Support upgrades and starts





# Coming soon



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### DAFNE Optimization



### DTN Resource Library



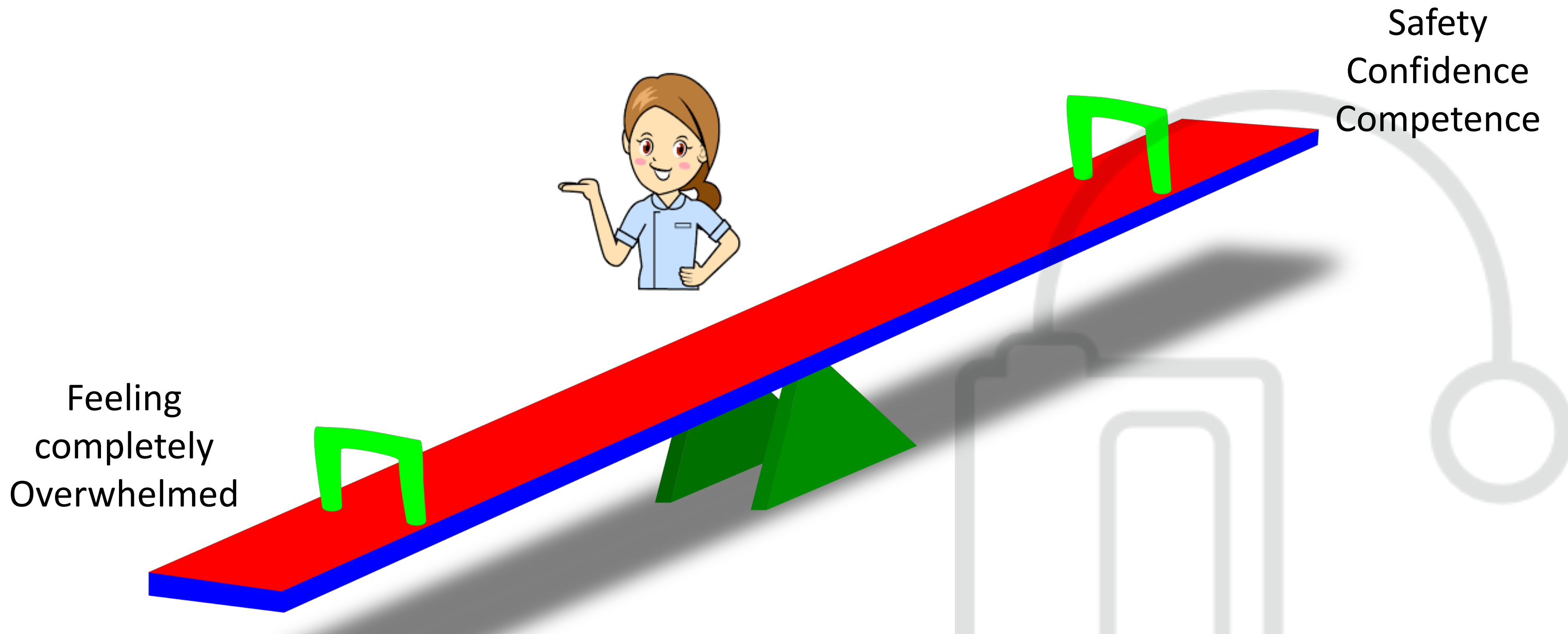


# Balance



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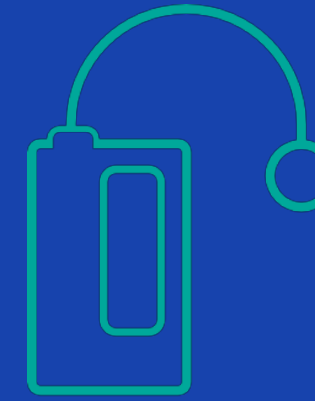




# Training for

# HCP's

and competency tools



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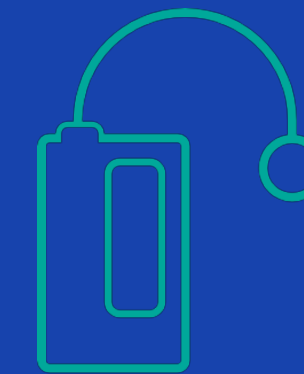
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# Training for the HCP



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Platforms/study events  
available to provide generic or  
system specific training

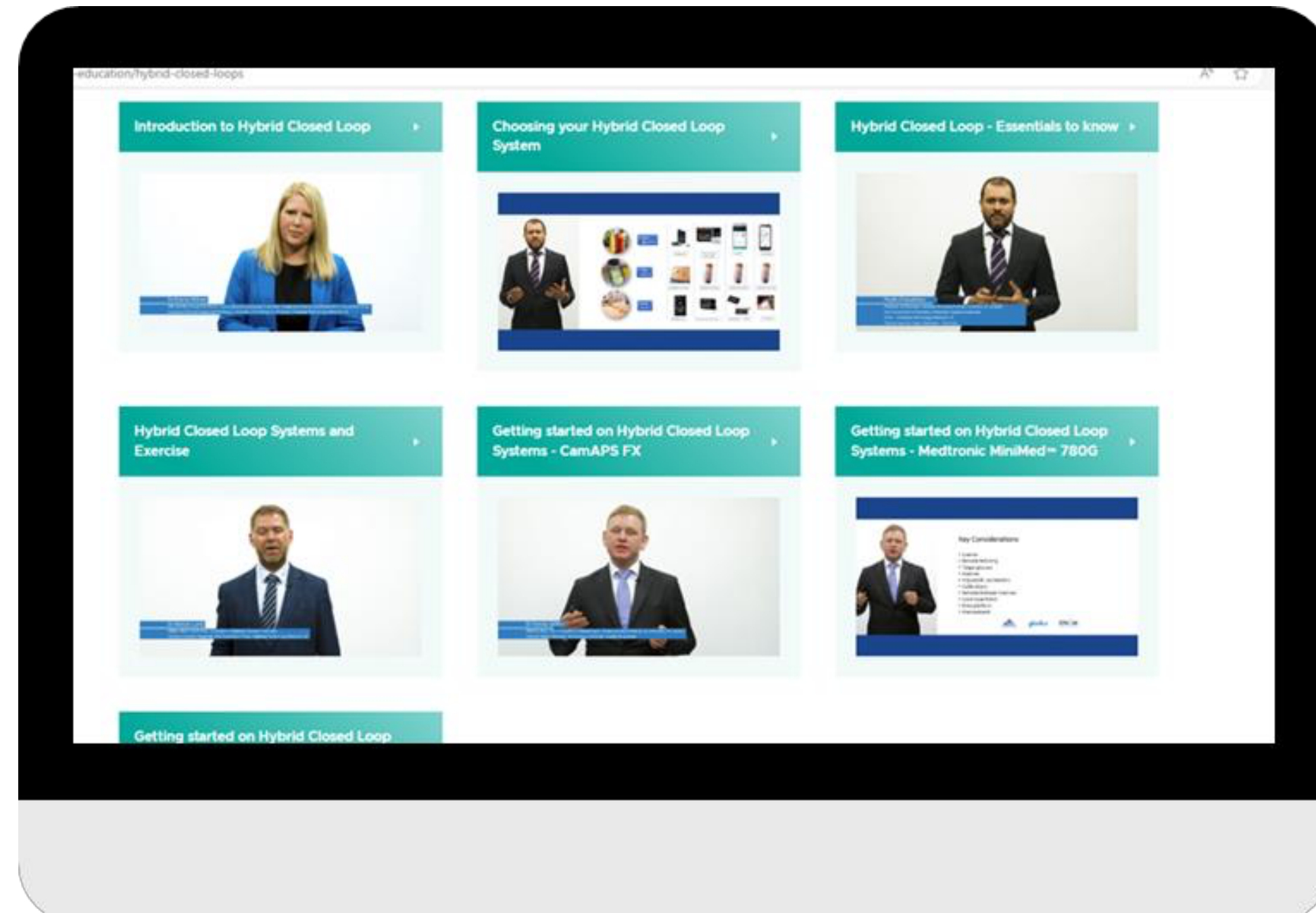
SLIDO: Which platforms have you  
accessed in the past 12 months?







- Over 2700 courses completed on Glooko Academy since inception
- Video about HCL launched – freely available to all HCPs and PwD
- Clinic can monitor teams progress
- Foundation level for diabetes technology
- CPD approved
- Certificate





# Ypsomed mylife and



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From the website:

## What is Transform360 Academy?

Transform360 Academy is designed to empower healthcare professionals with the knowledge and practical skills needed to confidently and independently use our products.

The platform offers a series of **CPD-accredited, bite-sized modules** that can be completed at your own pace, allowing you to revisit key content whenever you need a refresher.



### Transform360 Academy Completion Checklist

Name:

#### mylife YpsoPump training checklist

1. Download the mylife YpsoPump Explorer App
2. Complete the mylife YpsoPump training modules
3. Complete the mylife YpsoPump assessment
4. Read the mylife YpsoPump start standard operating procedure (SOP) accessed in the resource centre

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#### mylife Loop powered by mylife CamAPS FX training checklist

1. Complete the mylife Loop powered by mylife CamAPS FX training modules
2. Complete all the module questions
3. If you have a compatible phone, download the mylife CamAPS FX app, create an account, select virtual mylife YpsoPump & CGM & complete the in-app training. If you do not have a compatible phone watch the in-app training video in the resource centre
4. Read the mylife CamAPS FX start SOP, accessed in the resource centre
5. Watch the infusion set change videos, accessed in the resource centre

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#### mylife CamAPS FX optimisation training checklist

1. Complete the mylife CamAPS FX optimisation training modules
2. Complete all the module questions
3. Download the mylife Loop optimisation checklist, accessed in the resource centre
4. Download the Glooko review interactive tool, accessed in the resource centre
5. Complete the Transform360 Academy Evaluation form

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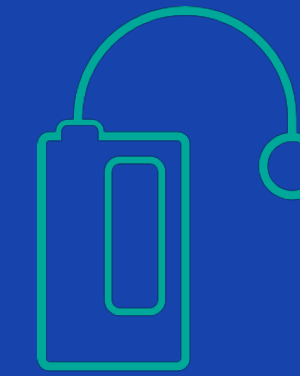
#### mylife CamAPS FX optimisation in pregnancy training checklist

1. Complete the mylife CamAPS FX optimisation in pregnancy training modules
2. Complete all the module questions
3. Download the AiDAPT study, accessed in the resource centre
4. Download the Pregnancy checklist and Helen's tips PDF, accessed in the resource centre
5. Download the Managing pregnancy on mylife Loop PDF, accessed in the resource centre

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Please do not hesitate to get in contact with your local Diabetes Support Specialist or the Clinical Education Team if you have any questions or you would like support.

# Medtronic academy



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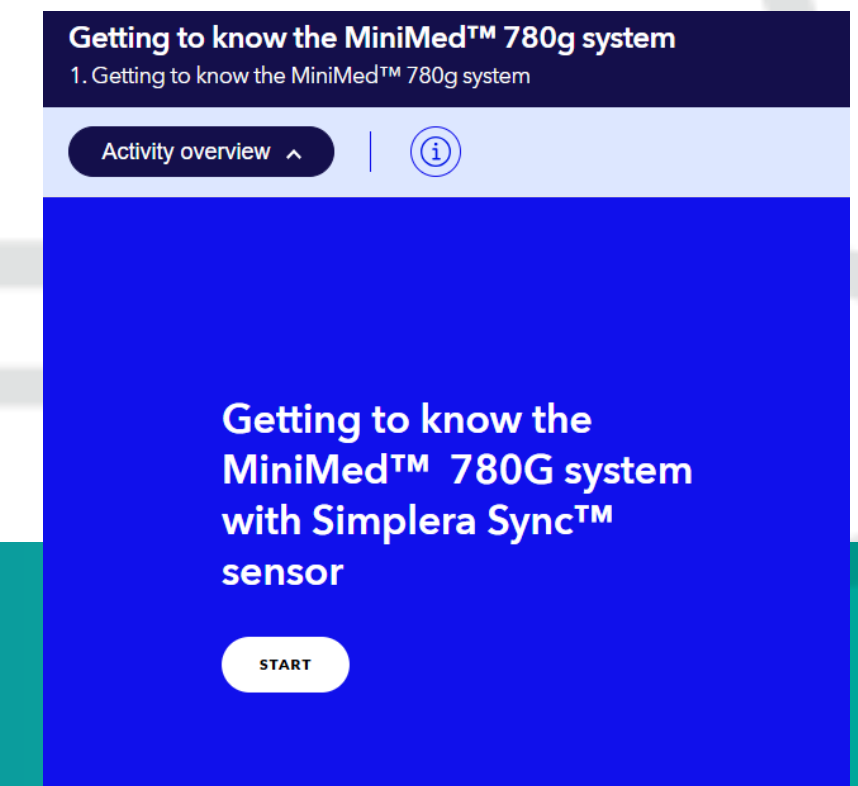
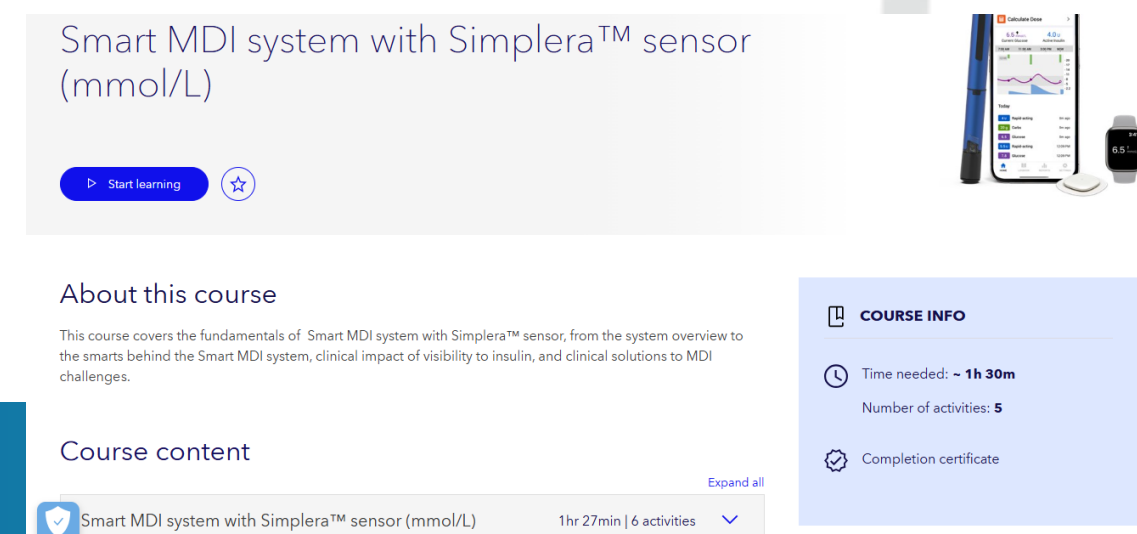
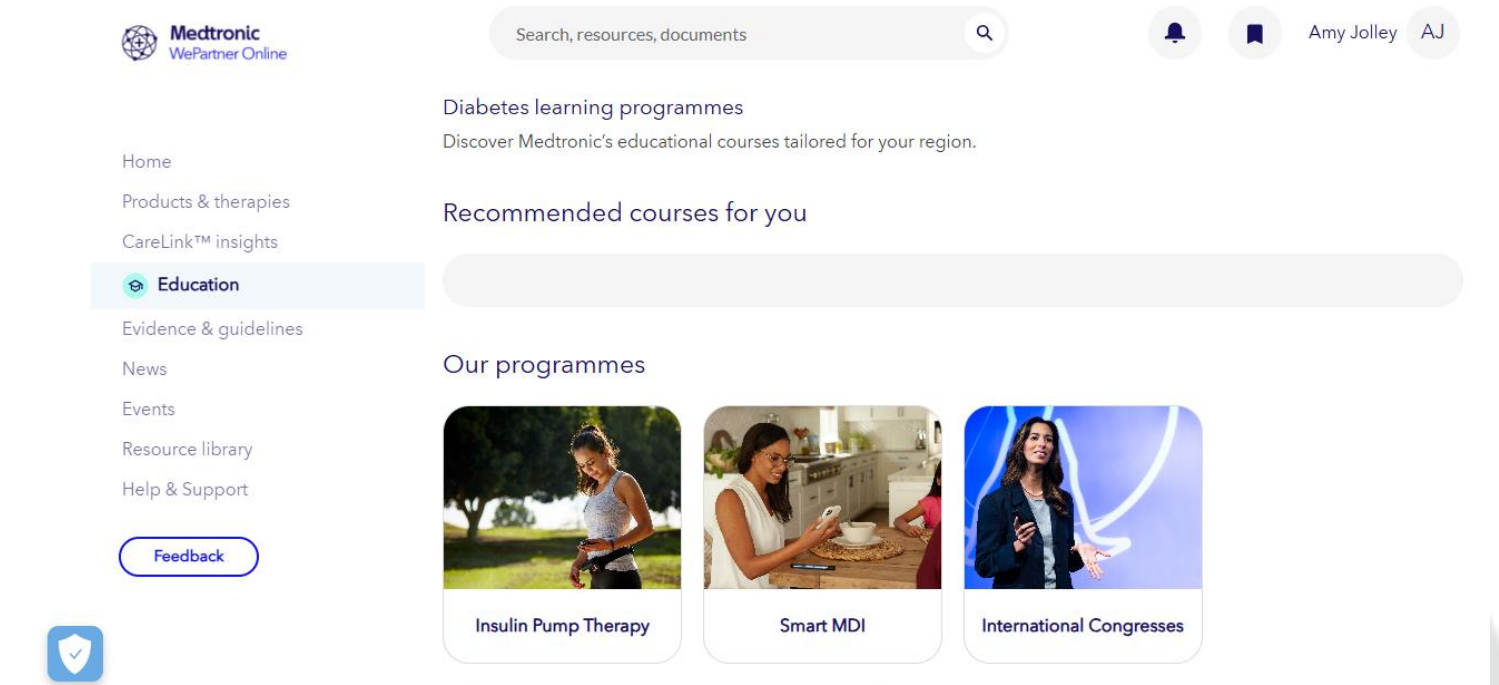
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## What is Medtronic Academy?

Within the WePartner platform the academy has training modules to complete for use of the 780G and Smart MDI.

Completion certificates provided.

There are also past webinars and optimisation videos to view





# Omnipod training and



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## What is available?

- Training guides
- The Panther Tool
- Educational webinars
- Knowledge hub
- Video tutorials

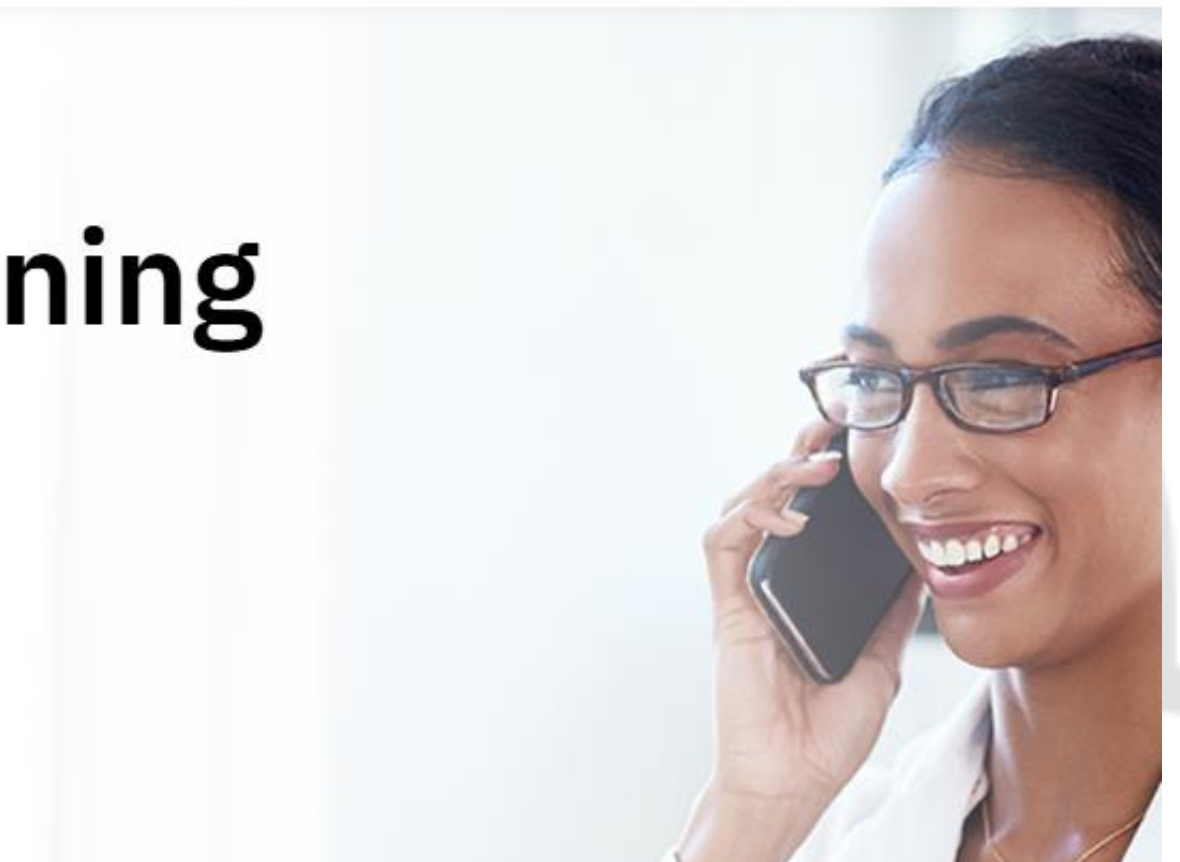


 Select Region | Customers

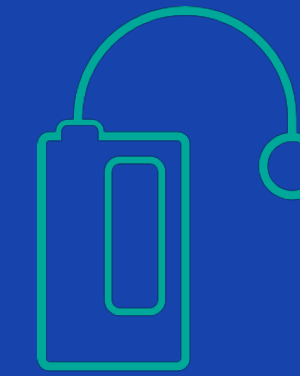
Products Clinical Studies Prescribing Training and Education Community

## Omnipod® Training and Education Hub

Consult with a Rep



# Tslim X2 – making diabetes easier



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## What is available?

- Request a train the trainer accredited course
- Watch live showcase presentations about the system – designed to inform pre-choice

### Train the trainer

Train with us to become an accredited t:slim X2 insulin pump trainer and gain the skills and confidence to start your patients on their t:slimX2 insulin pump journey.

Share this page

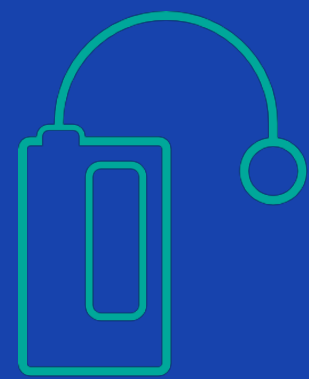


**Includes half a day classroom based learning followed by a training observation with our expert diabetes training and education specialists.**

- Learn a t:slim X2 pump start from start to finish
- Experience wearing the t:slim X2 insulin pump and try our different infusion set options
- Learn training tips and how to optimise Control-IQ technology
- Full support from our training experts
- Peer to peer support in a group setting
- Receive a certificate of completion



# In person training and CPD




**Diabetes  
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£49 + VAT

5 CPD Hours

Face-to-Face



**Optimising Diabetes Technology in Pregnancy National Networking Forum**


Transforming diabetes care for pregnant people with the latest technology: best practice guidance and real-world case studies

Holiday Inn Bloomsbury, London, 5 CPD hours

Tue 18 Mar 2025 09:00-16:00

£49 + VAT

5 CPD Hours



**Optimising Hybrid Closed Loop Systems: Training Workshops, London**

Immersive, interactive and in-depth education to improve clinical outcomes

Holiday Inn London, Bloomsbury, 5 CPD Hours

Tue 25 Mar 2025 09:00-16:00

Free

5 CPD Hours

Face-to-face



**King's Health Partners Advanced Hybrid Closed Loop Programme**


Diabetes Healthcare Professional training, facilitated by Dr Sufyan Hussain and Geraldine Gallen at King's Health Partners, and organised by SBK Healthcare

ORTUS Conferencing and Events Venue, London, 5 CPD hours

Thu 24 Apr 2025 08:30-17:00

Leicester Diabetes Centre presents:

## PRACTICAL DIABETES TECHNOLOGY & HCL COURSE



A practical course targeted at healthcare professionals looking to improve their knowledge and confidence using diabetes technology. The award winning team, led by Professor Pratik Choudhary, will provide the most up to date knowledge on type 1 technology; with interactive, hands-on workshops, informative lectures and case study examples.

Intended learning outcomes include:

- Key concepts of insulin therapy
- Personal experience of wearing diabetes technology
- Ability to quickly and efficiently interpret a glucose download
- Complex case study management and clinical decision making
- The concepts of using technology in special groups/circumstances

LDC Practical Diabetes Technology & HCL Course is approved by the Federation of the Royal Colleges of Physicians of the United Kingdom for 12 CPD credits upon completion.



**Bournemouth's National Pump Training Course**  
For Health Care Professionals

MedExcell

Success Through Excellence

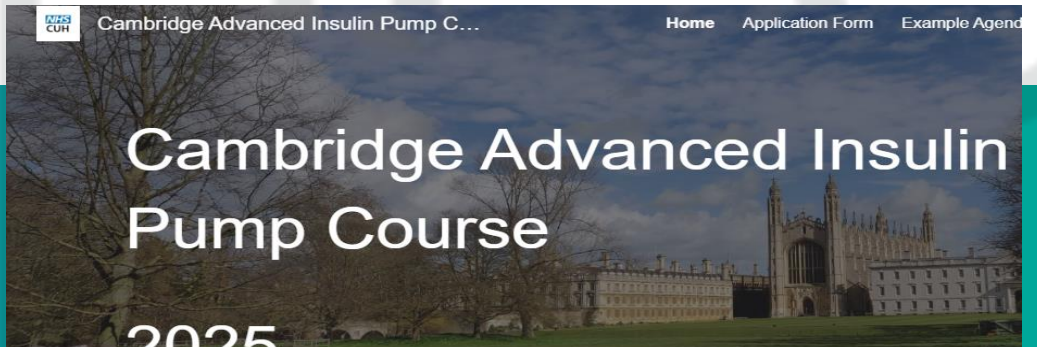
Courses

Book course

**Advanced Insulin Pump Course (Book Now)**

Cambridge Advanced Insulin Pump C...

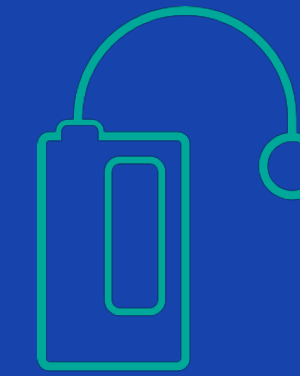
Home Application Form Example Agend...



**Cambridge Advanced Insulin Pump Course**

2025

# What would you like training and support to



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**Consider: Is what is being provided enough?**

- **Online**
- **In Person**
- **Accredited/non-accredited options**
- **Industry vs HCP led**

**Tell us what you would add / offer / change**

**If accessibility is a barrier - how can it be made more accessible?**

**Do you have local education and skills offerings?**

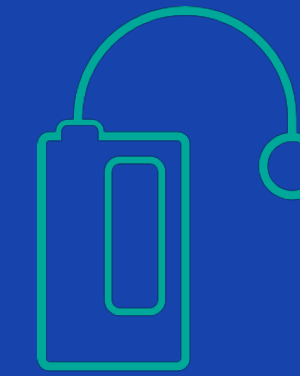


# Competency assessment tools

**Table 2: Tiered Knowledge, Skills and Competency assessment**

Tier 1:	Tier 2:	Tier 3:	Tier 4:
<b>Target Audience</b> Any HCP whose primary role is not focussed on the speciality of diabetes but will encounter people living with diabetes as part of their practice	<b>Target Audience</b> HCPs who manage diabetes as a significant portion of their time, but are not familiar with related technology and seek to enhance their understanding and confidence	<b>Target Audience</b> HCP's who are actively engaged in technology on a day-to-day basis and want to become more competent in their skills	<b>Target Audience</b> Leaders of diabetes teams. Handling complex cases
Competencies			
<b>Understand Insulin Pumps</b> What is an insulin pump? What does it do and not do? <b>Understand Continuous Glucose Monitoring (CGM)</b> What is a CGM? How do you get readings from it? <b>Understand Hybrid Closed-Loop (HCL) Systems</b> What is an HCL system? What does it do and not do? <b>Eligibility for Hybrid Closed-Loop Systems</b> Understand who is eligible for HCL systems and understand considerations including being culturally competent. <b>Emergency Situations and Urgent Escalation</b> Identify emergency situations. Take appropriate action or urgent escalation. <b>Appropriateness of Continuing HCL</b> Situations when continuing HCL may not be appropriate. <b>Emergency Protocols for Non</b>	<b>Understand the different HCL and CGM systems</b> Be able to identify the different systems and discuss the differences between them Be able to signpost relevant supportive literature <b>Understand the management of the following situations / circumstances and describe the implementation actions required</b> hypoglycaemia. Hyperglycaemia Exercise Impact of carbohydrates Insulin pump / infusion set failure <b>Understand the of the impact of intercurrent illness</b> Identify situations where HCL therapy is inappropriate <b>Understand the information contained in downloaded data</b> Identify key information and calculate appropriate settings for diabetes technologies Identify possible structure or behavioural	<b>Understand and analyse the assessment process</b> Be able to Assess a patient's suitability for diabetes technologies using supportive guidance and identify those who may not be suitable <b>Understand the current guidance</b> Identify the updated guidance and discuss and how to apply them in difficult / different clinical scenarios <b>Demonstrate an understanding of the different systems</b> Discuss the differences between systems and how they work and the pros and cons of the systems <b>System set up</b> Actively demonstrate ability to program different systems and support patients in on-boarding patients to HCL <b>Calculation of settings</b> Describe calculation of settings, the guidance used and calculate settings accurately <b>Structure or behaviour?</b> Identify and describe common behaviours or structural issues that lead to low TIR and high TBR <b>Supportive equipment</b> Identify appropriate devices for monitoring blood glucose and blood ketone levels in case of a sensor failure or concerns regarding erroneous readings. <b>Sharing knowledge and skills</b> Support other members of the team to ensure they have appropriate competence. <b>Emergency intervention</b> Be able to describe how they would assist or provide advice and guidance to HCL users during	<b>Clinical application</b> Discuss the advanced clinical skills required to support individuals with diabetes with developing the self-management skills required when using advanced technologies to manage their diabetes Demonstrate clinical application. <b>Analytical skills</b> Demonstrate during practical sessions advanced analytical skills when interpreting download data that supports complex care planning and discussions. <b>Education</b> Discuss how to tailor education to support informed decision making, regarding how this therapy differs when controlling and monitoring their diabetes, including: specific insulin pump devices, follow-up requirements, risk versus benefit and additional functions associated with HCL pump devices. <b>Leadership</b> Provide the leadership skills required to effectively deliver and services; To help improve quality and clinical outcomes leading to publication of audit results, improvement in

# Competency assessment tools



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## SELF-ASSESSMENT

Self-assessment competencies Continuous Subcutaneous Insulin Infusion

This document is designed to be used by diabetes educators to assess their learning needs and progress in relation to CSII therapy via an insulin pump referred to as IP and hybrid-closed loop therapy referred to as HCL.

Section 1 relates knowledge and providing information prior to commencing or changing IP/HCL

COMPETENCY	None	Gaining	Achieved
Have knowledge of NICE indications for IP/HCL			
Able to discuss with people considering a pump the advantages on IP/HCL			
Able to inform people of the disadvantages of IP/HCL therapy			
Advise people of potential risk associated with IP/HCL therapy			
Explain the basic concept of how the pump will deliver insulin to meet the individual's needs (type of insulin, basal and bolus settings) when in IP mode only			
Explain the basic concept of how the pump will deliver insulin to meet the individual's needs (type of insulin and adjustable settings) when in HCL mode			
Inform people of the current IPs supported at your centre			
Demonstrate each IP device providing explanation of			
Details of battery, recharge, water resistance			
Details of insulin delivery process including cannula:			
Medtronic cannula and infusion sets			
Pod differences: ERDS DASH and <del>Devedash 5</del>			
<del>Ypsomed</del> cannula and infusion sets			
<del>Talon</del> cannula and infusion sets			
Advanced function capabilities e.g. temp basal/advanced bolus			
Have knowledge of each pump's Hybrid Closed Loop (HCL) functionality			
Can explain the concept of how HCL works			
Knows the continuous blood glucose monitor (CGM) with IP			
Know the name of each pump's HCL and its interface requirements – pump / handset / smart or android phone			
Know the interfaces required to enable each pump's HCL			
Can provide detail on each HCL algorithm applying the CARES Framework (2019) notably: targets; user variable each pump in HCL mode; and options to adapt the HCL algorithm:			
Medtronic / <del>Openloop</del>			
<del>Openloop 5</del> / <del>Openloop</del>			
<del>Openloop</del> and DASH / <del>Canessa</del> FR			
T Stm / CIO			

### Self-assessment competencies Continuous Subcutaneous Insulin Infusion

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Explain the basic concept of how the pump will deliver insulin to meet the individual's needs (type of insulin, basal and bolus settings) when in IP mode only			
Explain the basic concept of how the pump will deliver insulin to meet the individual's needs (type of insulin and adjustable settings) when in HCL mode			



# Competency assessment



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## Self-assessment by diabetes specialists of their competency in delivering an insulin pump (IP) and hybrid-closed loop (HCL) service.

This document was originally authored by Rosarie Atkinson, Diabetes ANP, with support of the diabetes team at Guy's and St. Thomas' NHS Foundation Trust. We thank the team for sharing their resource. The DTN have adapted some sections for use Nationally.

The guidance is to support diabetes specialists to self-assess their skills and competencies in the delivery of hybrid-closed loop technology services. The assessment tool will provide services across England with a standardised assessed level of skill to achieve in the training and support of staff delivering IP and HCL services. The tool will serve as a method to benchmark services and provide the ability to audit the competency progression of staff within diabetes services.

The document is designed to involve all members of the diabetes team in the delivery and support of HCL services in varying capacities within capabilities.

The document will be used to form discussions with a team mentor regarding:

- current job plan and input to HCL services
- identification of further training and skills needed to be competent in the preparation, on boarding and optimisation of HCL pump use, and on-going support for people using HCL systems.

A mentor will be identified for each person completing the document to provide signposting or direct experience to education and training opportunities for improving competency assessment. The mentor is defined as 'a person with competency who is delivering a HCL service'. If a team does not have a member of staff who has established competency, then a mentor can be approached from another service. When one member of a diabetes team has competency, they can take the role of the mentor for that service. The mentor is not responsible for overseeing training or agreeing study leave or funding. This is to be agreed with the person's line manager in line with service delivery priorities. The person will complete any identified actions following the mentor discussion and repeat self-assessment their competency within an agreed timescale.

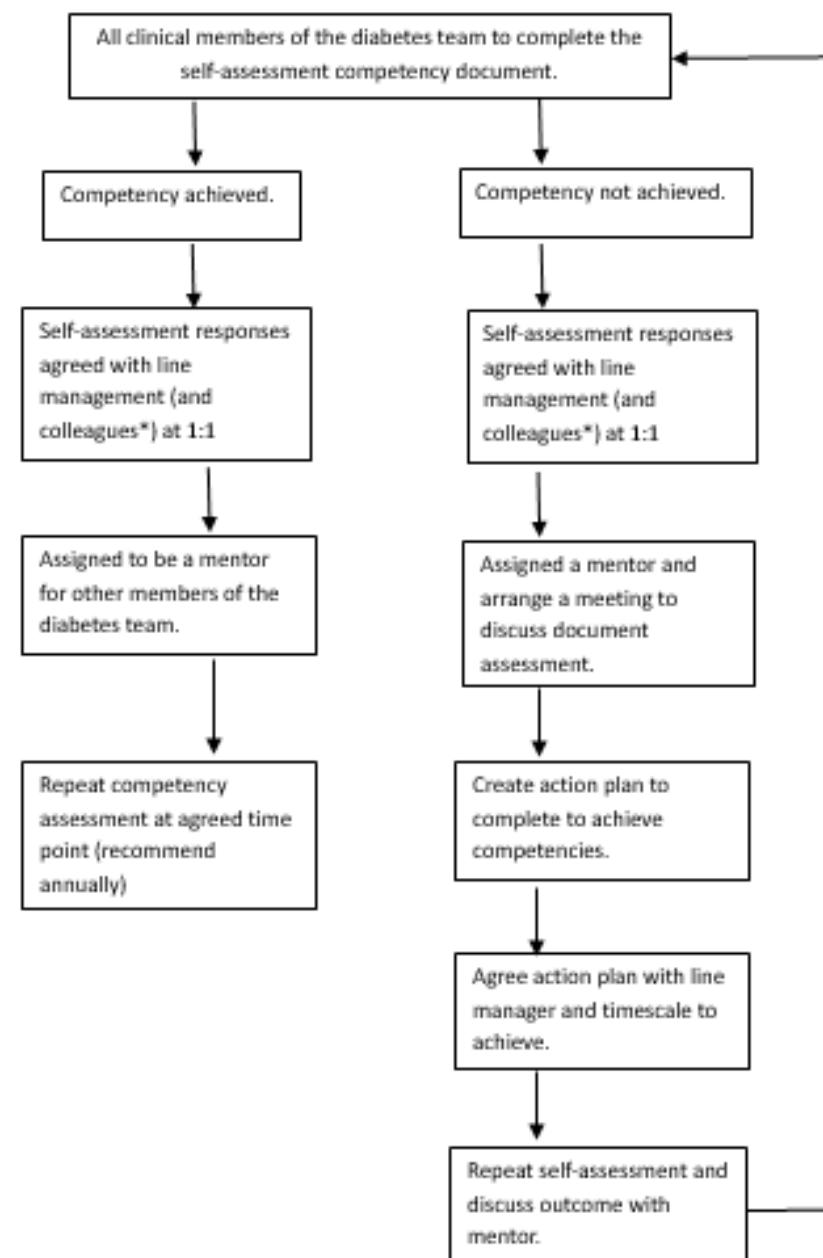
Self-assessment of competency which leads to an action plan does not negate the staff member from supporting the delivery of HCL services. The staff member will be able to contribute where they have achieved a competency working as a team to deliver the whole service i.e. they may have achieved competency in discussing advantages and disadvantages of IP/HCL therapy but not achieved competency in training on all HCL systems individually. Similarly, the staff member may be competent at providing advice for managing hyperglycaemia in those using HCL systems but not have detailed knowledge of how each HCL systems algorithm operates.

We recommend the use of diabetes-related technology therapy competency be added to job descriptions of all working in type 1 diabetes services.

We recommend diabetes technology skills development and delivery of these services be clearly allocated in job plans of all working in type 1 diabetes services.

We support the use of industry assessments of competency, particularly practical skills assessments.

## Process



\*Colleagues may be consulted for expert opinion if the line manager does not have direct input to diabetes services or HCL clinics.

## Key points:

- Self-assessment
- Support from a mentor to agree competencies achieved/how to work towards achieving
- Build own portfolio of evidence