

QUALITY IMPROVEMENT PROJECT: Establishing a pathway for remote glucose data upload in a specialist diabetes clinic

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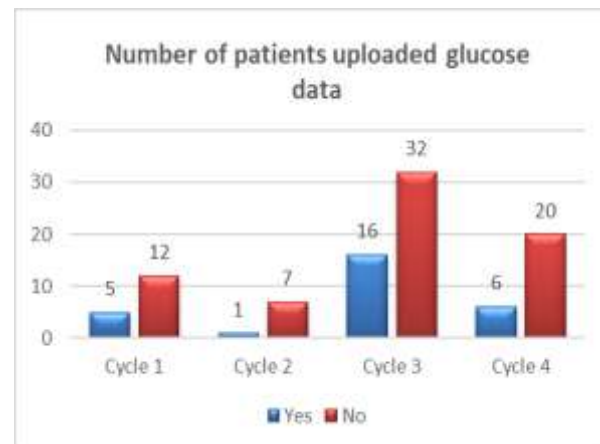
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Introduction: Historically, people with diabetes attend diabetes clinics face to face, with their glucose meters or glucose diaries which can be reviewed by healthcare professionals. With the move to telemedicine consultations during the COVID-19 pandemic and beyond, there is a need to enable accurate and timely transfer of glucose data from home to the diabetes clinic.

Aims: To identify barriers to glucose data upload, to establish a pathway for remote glucose data transfer from home to clinic, and ultimately to improve the quality of diabetes virtual consultations.

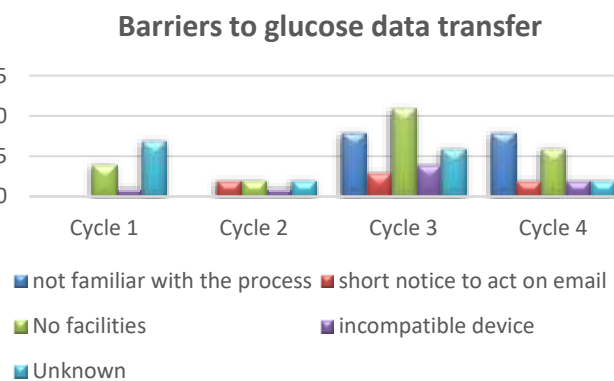
Methods

- The Plan-Do-Study-Act (PDSA) methodology was utilised. Prior to appointments, patients were contacted via phone (for the first 3 PDSA cycles) or email (for the last PDSA cycle). Then we sent out Diasend (Glooko) invitations via email with registration instructions. Alternatively, patients could email electronic documents with glucose data.
- A total of 99 patients were included over four cycles.



Results

- Prior to the first PDSA cycle, 85% (11/13) of patients surveyed reported that transfer of glucose data to clinicians could lead to at least "significant" improvements in the quality of diabetes consultations.
- The first baseline survey showed 43.5% of patients were not educated on how to upload data.
- The sum of four cycles of data showed 71.7% of patients did not upload their data because of being not familiar with the process, technical issues, short notice, or for unknown reason. The majority of patients who uploaded their data are using FreeStyle Libre.



Conclusion: Further familiarisation with Diasend is required to achieve better patients' engagement with glucose data upload. This can be included into appointment letters and clinicians to encourage patients during consultations.