

DIABETES TOTAL CARE: GUIDE FOR NURSES

Diabetes Total Care is a great new service we are offering our patients who wish to better manage their diabetes.

Services by this practice are fully bulk-billed for patients with a valid Medicare Card. The service entails strategically set visits with a number of team members.

All diabetic patients will follow a similar care pathway. This ensures that visits are not missed and that all requirements for optimum patient care (and ACOC/GPMP billing requirements) are met. This also means that the practice is receiving appropriate remuneration for the work that they are doing.

As health professionals, we are proficient in using medical terminology and knowledgeable regarding item numbers. These can sometimes be confusing for patients.

Total Care sets out the visits that patients should be attending for better outcomes. It uses clear language and advises the patient on what to expect at the visit, how long and with whom they should be booking the appointment. This information is set out in the flip guide that the patient receives upon starting a pathway or journey of the coming year.

Your flip guide is set out in a similar way but it provides you with a checklist of what actions need to be taken by you at each of the visits. It also gives you a guide for how long you can spend and when you need to refer the patient on to the GP.

There is a checklist that can be initialled as complete after each visit. This ensures that at the next visit any nurse can take a few seconds to check where the patient is at. This is a 'letter writer' document that is saved to the patient file upon starting the pathway or journey.

Prior to starting the journey, practice staff will write approximate dates (month only) for appointments to be made.

Patients are asked to bring in their guide to each appointment. It is best if receptionists book the next visit and write the date on the flip chart.

The patients chart comes with magnets so it will attach to the fridge or other metal surfaces. When ringing for an appointment the patient is asked to use the chart so that the receptionists know how to book in appropriately.

For example if the patient uses the chart and asks to book for a Tag Team 3 the receptionist knows to book in with the nurse first for 30 minutes and GP for 15 minutes. The receptionist also knows to flag as a diabetic visit in the appointment book so the nurse can get her patient education leaflets and other tools of the trade ready.

Zapchecks are what we know as 10997. It is called zapcheck as it is very quick and patients are aware they must zap in and out and stay on the task of checking their diabetes. They are strategically placed amongst other visits as present research shows that patients are more compliant 5 days prior and 5 days after a visit with a health professional. With regular visits to the team, the hope is more compliant patients with better outcomes.

After the first 12 month cycle patients will be comfortable with the format and take more responsibility for recalling themselves. The key is to be enthusiastic and ensure patients are receiving something extra. They will eventually attend the surgery less frequently and this is generally reason enough to guarantee their participation.

Please see over for patient leaflet - patient guides are blue, nurses are pink and receptionists are green.

WELCOME TO DIABETES TOTAL CARE!

Diabetes Total Care is a great new service we are offering our patients who wish to better manage their diabetes.

Services by this practice are fully bulk-billed for patients with a valid Medicare Card. The service entails set visits with a number of team members.

These friendly health professionals are here to help you and are experts in their field.

You will work with :

- Our GP s and Nurses
- Pathology Collection Centres
- Optometrist
- and if needed
- Podiatrist,
- Nutritionist or Dietitian,
- Exercise physiologists;



In previous years you may have had similar visits, scattered throughout the year. What sets this program apart is that your care is better organised so your assessments are done in a timely fashion saves you time and avoids unnecessary visits to your GP.

The following chart acts as a checklist to ensure that you are aware of and in control of your diabetes care.

☞ When the chart refers to “Tag Team” this means that the Nurse and GP work together to ensure that all tasks are completed as quickly as possible. For example the Nurse will take your measurements and completes the paperwork so that it saves the GP time.

This means you have less time to wait for the GP and maximise your discussion time with the GP.

☞ You will see this icon when your GP needs to work with a Health professional outside of this practice. This means the team looking after your care involves more than just your GP and Nurse.

⚡ Our nurses are skilled in Diabetes care and will have regular contact with you in between your longer GP visits. These quick visits called “Zap checks” allow you to be checked regularly and be able to talk to someone about any concerns you may be having. This quick visits save you time as well as you are not waiting around for long periods of time waiting to see the GP.

This is your guide to the coming year for your Diabetes Management; please note the program may include additional visits to specialist health professionals if required. Your GP will arrange a referral letter to these additional services if they are needed.

Practice staff will write approximate dates for your appointments to be made. Please keep this guide for future reference.

Visit Name	Nurses Guide: what needs to be done?	Visit Time	Tools	When?
“Tag Team” ① (Item 721/723)	<ul style="list-style-type: none"> • Measure weight and height, calculate BMI • Take waist measurement • Measure blood pressure • Write referral for blood test (HbA1c, Total Lipids, triglycerides and HDL cholesterol, serum Creatinine) • Write referral for Urine test: Microalbuminuria • Check Visual Acuity • Review diabetes history • Create goals for diet, exercise and medication management • Foot check • Write referral for ophthalmologist • Write referral for podiatrist or other AHP if needed 	N45 GP15	Scales Height Device BSL monitor BP monitor Path paper VA Charts FC template Tape Pt education materials	Month
Nurse “Zapcheck” ① (Item 10997)	<ul style="list-style-type: none"> • Check Blood Glucose Level • Discuss any concerns • Check smoking status • Check Blood Pressure 	N15	BSL monitor BP monitor	
Pathology Provider	<ul style="list-style-type: none"> • Will take bloods • Pt to phone our practice a week later to check results are in and make next appointment 	NA	NA	
External Health Professional	<ul style="list-style-type: none"> • A visit to the optometrist • If needed perhaps a visit to the Podiatrist or other allied health professionals 	NA	NA	Month
“Tag Team” ② (Item 23 or 36)	<ul style="list-style-type: none"> • Measure blood pressure • Review Blood Test/ urine results • Review goals as per indicated by results • Print rx as necessary 	N15/25 GP25/45	BP monitor Rx paper	
Nurse “Zapcheck” ② (Item 10997)	<ul style="list-style-type: none"> • Check Blood Glucose Level • Check Blood Pressure • Discuss any concerns • Check Waist measurement 	N15	BSL monitor BP monitor Tape	Month
Medication Blitz ① GP (Item 900)	<ul style="list-style-type: none"> • Write referral and complete medication lists and record relevant medical history for the pharmacist. 	GP15	Clean Medication list	

Medication Blitz Pharmacist	<ul style="list-style-type: none"> • The Pharmacist will patient home to: <ul style="list-style-type: none"> ○ update medications list ○ discuss complimentary medicines ○ discuss compliance 	NA	NA	Month
Medication Blitz ② GP (Item 3)	<ul style="list-style-type: none"> • Review the pharmacist's recommendations • Amend and/or print scripts if necessary 	GP15	Copy of Review	
Nurse "Zapcheck" ③ (Item 10997)	<ul style="list-style-type: none"> • Check Blood Glucose Level • Discuss any concerns • Check Blood Pressure 	N15	BSL monitor BP Monitor	
"Tag Team" ③ (Item 725 and 727)	<ul style="list-style-type: none"> • Review your progress with the goals/ plans for: <ul style="list-style-type: none"> ○ Diet; ○ Exercise; ○ and Medication management • Print scripts as necessary 	N30 GP 15	Pt education materials	Month
Nurse "Zapcheck" ④ (Item 10997)	<ul style="list-style-type: none"> • Check Blood Glucose Level • Discuss any concerns • Foot Check • Check Blood Pressure 	N15	BSL monitor BP Monitor FC template	
"Tag Team" ④ (Item: SIP)	<ul style="list-style-type: none"> • Revisit any outstanding items of ACOC • Education regarding diabetes management • Print scripts as necessary 	N30 GP 15	Pt education materials	Month
Nurse "Zapcheck" ⑤ (Item 10997)	<ul style="list-style-type: none"> • Check Blood Glucose Level • Discuss any concerns • Check Blood Pressure 	N15	BSL monitor BP Monitor	