

Case Study:

Improved capacity and efficiency through digitally-enabled care

An interview with a Clinical Pharmacist from the Forest View Medical Centre, Treorchy, Wales

Challenge: Efficiently prioritise patient populations in greatest need of care



Diabetes reviews are carried out every 6 months. The time frame for a review is the same for each patient regardless of their needs. Risk stratification and prioritisation is currently limited.



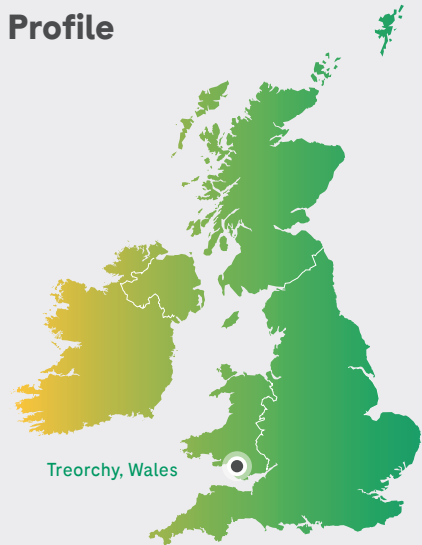
The Clinical Pharmacist observed:

- › the current system benefits patients who are already well managed
- › patients in most need are often difficult to engage, leading to increased practice team workload
- › searches are difficult to build and take time
- › the practice is not working as efficiently as it could be



“[Running searches takes time], which puts you off doing a search if you are pushed for time” Clinical Pharmacist

Profile



- › Set in the heart of the valleys in Wales, Forest View Medical Centre has 1 Clinical Pharmacist for a list size of 17,000 patients
- › In 2019/2020, Forest View had a diabetes prevalence of 8.8%, which was higher than the national average of 7.8%¹
- › Cwm Taf Morgannwg University Health Board has the highest diabetes prevalence of all the health boards in Wales¹

What is the Diabetes Data Dashboard?



- › A digital population health management tool
- › Aids in identifying and understanding the needs of specific patient groups and stratify the risk based on:
 - › the 9 key care processes
 - › current disease progression
 - › optimisation of treatment therapies
- › Can be used by any individual in a practice to support diabetes care

Results: 6 months after introducing the Diabetes Data Dashboard



Prioritise patients

“Identifying patients who need our attention first has allowed us to prioritise patients who have elevated blood pressure, BMI, and/or HbA1c levels, as well as those with missing data for the nine care processes”

Clinical Pharmacist



The practice team felt they were better equipped to deal with their post-COVID-19 backlog



Focus efforts

The practice team were able to identify and focus their efforts on less well-managed patients. **This allowed for patients to be invited for a review at 3 months rather than 6 months**



No more complex searches

The formulary adherence module enabled identification of patients who needed to switch to a formulary device **without the need to run complex searches on the Patient Medication Record system**

“The dashboard lets you focus on the patients in need. When we have staff shortages, the dashboard helps us manage our time effectively and be a smarter practice”

Clinical Pharmacist

“I can go into the Diabetes Data Dashboard and with two clicks I have the information straight away”

Clinical Pharmacist



Prioritised reviews enabled better workforce planning and appointment allocation

For more information, visit:

Diabetes.Roche.com/hcp-gb/Diabetes-Data-Dashboard