



Case Study: Delivering efficiencies through digitally- enabled care

A specialist diabetes service in the South Tyneside and Sunderland NHS Foundation Trust

Challenge: Remotely titrate insulin with confidence without reliable blood glucose data

Pathway	Challenges
30-minute face-to-face clinic appointments every 12 weeks	<ul style="list-style-type: none"> › Demand on the service and high caseloads lead to postponed or missed appointments
Follow up telephone call 4-6 weeks	<ul style="list-style-type: none"> › Patients miss phone calls › Patients are unsure of or do not have their blood glucose readings to hand › HCP confidence in patient-reported blood glucose data is low
Clinical interventions at these touch points	<ul style="list-style-type: none"> › Overly cautious advice for insulin titration › Insulin titration being left for when patients attend clinic
Average discharge 6-12 months	<ul style="list-style-type: none"> › Unnecessary delays in achieving optimal diabetes management, leading to patients staying in the service

“[Prior to using the RocheDiabetes Care Platform] we relied on patients providing us with accurate information” Diabetes Specialist Nurse

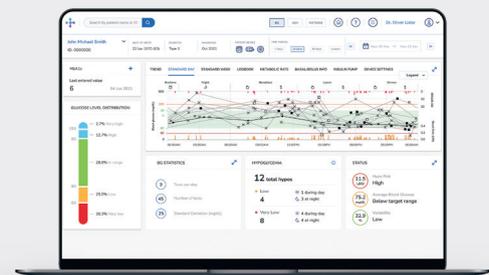
Profile



- › A Diabetes Specialist Nurse clinic covering all of Sunderland
- › Runs clinic appointments for patients with raised HbA1c (>65 mmol/mol) and who need additional, specialist support
- › A case load of 700 patients with diabetes
- › Offers home visits for housebound patients
- › Delivers DESMOND education sessions

As of January 2022, there were 18,000 people in Sunderland with diabetes¹

What is the RocheDiabetes Care Platform?



- › A cloud-based interactive diabetes management platform
- › Brings together diabetes relevant information including blood glucose and insulin data from various devices within a single solution
- › Compatible with 150+ diabetes management devices

References: 1. Local heart and circulatory disease statistics from the British Heart Foundation - Sunderland. Quotes featured were obtained from an interview with a Diabetes Specialist Nurse. Available at: <https://www.bhf.org.uk/-/media/files/health-intelligence/14/sunderland-bhf-statistics.pdf>. Abbreviations: DESMOND, Diabetes Education and Self Management for Ongoing and Newly Diagnosed; GP, general practitioner; HbA1c, glycated haemoglobin; HCP, healthcare professional; NHS, National Health Service.

Results: 6 months after introducing the RocheDiabetes Care Platform



Remote insulin titration enabled

- › Insulin patients in need of titration are now contacted by telephone every 2 weeks (rather than every 4-6)
- › With live blood glucose data, HCPs have confidence to titrate insulin remotely:
 - » Specific titration advice can be provided, for instance to titrate at specific times of day
 - » If the patient does not answer their phone, advice to titrate accurate amounts of insulin can still be provided by leaving a voice message or a message sent through the platform's chat function



Increased clinic capacity/efficiency

Data analysis with the RocheDiabetes Care Platform is simpler meaning clinic appointments are 25 minutes long rather than 30. This translates into:



One extra patient being seen in each clinic



312 extra patients (14%) seen over a 52-week year*

*based on seven patients seen per clinic and six clinics per week



The platform allows prioritisation of patients with greater needs

“[The RocheDiabetes Care Platform] gives our team a lot more confidence to titrate insulin because the data are real-time and accurate”

Diabetes Specialist Nurse

“If you want to do remote diabetes assessments then the RocheDiabetes Care Platform is the way forward”

Diabetes Specialist Nurse

Patient example:

Patient discharged earlier due to improved, more timely, diabetes management



- › A patient in the service was discharged after only 3 months (normally 6-12 months)
- › The patient was seen once in the clinic to initiate insulin treatment
- › Insulin was titrated remotely based on real-time data relayed by the platform
- › At their second clinic appointment, the patient was 99% in blood glucose range
- › After confirming HbA1c was in range, the patient was discharged back to GP care

“This [early discharge] would not have happened if we did not have access to the patient's blood glucose data and the ability to titrate his insulin quickly and effectively in between appointments”

Diabetes Specialist Nurse

For more information, visit:
Diabetes.Roche.com/hcp-gb/CarePlatform