



RocheDiabetes Care Platform Case Study:

Delivering efficiencies through digitally-enabled care

This case study demonstrates how access to real-time diabetes data enabled a Community Specialist Diabetes Service in the South Tyneside and Sunderland NHS Foundation Trust to remotely titrate insulin with confidence.

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

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



The platform allows prioritisation of patients with greater needs



Increased clinic capacity/efficiency

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

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



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

Diabetes Specialist Nurse

“ **[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

The patient's experience

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

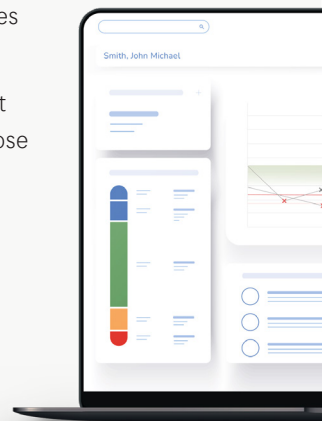
Profile

- › 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

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
- › Real time seamless data transfer
- › Compatible with 150+ diabetes management devices



For more information

Diabetes.Roche.com/hcp-gb/CarePlatform

Quotations sourced from recorded interviews with a Diabetes Specialist Nurse as part of a consultancy agreement with Roche Diabetes Care in 2022. The images used are stock photos, not real patients.

*The mySugr logbook is licensed for people with diabetes over the age of 16 years. The mySugr Bolus Calculator is licensed for people with diabetes over the age of 18 years. Users will need to be at least 18 years old to register. * Data provided to Roche by nurse from service. ** Based upon the average missed appointment cost in primary care of £30
References: 1. Local heart and circulatory disease statistics from the British Heart Foundation - Sunderland. 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.

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