

First Steps Toward an Integrated Diabetes Care Service for Type 2 diabetes

The project

Diabetes WA has secured a WAPHA Organisational Strengthening and Development Grant. This grant presents an opportunity for Diabetes WA, in partnership with Diabetes Health Networks to:

- scope and profile diabetes services providing care for consumers living with type 2 diabetes in regional or metropolitan Western Australia aged 17 years and above
- identify priority areas for integration and potential opportunities and partnerships
- codesign an innovative integrated diabetes care service that addresses at least one of these priority areas

Diabetes WA will work with the WA Country Health Service chronic conditions team and the Diabetes Action Plan project to inform the regional perspective of this project

Phase 1: Understand and challenge the status quo

Mapping and engagement plan

Identify all relevant diabetes service providers, primary, community and tertiary

Investigation of other scoping work, models and technologies

Data analysis and service activity report

Engage with diabetes service providers on service description/purpose/pathways
Identify current and potential integration/service gaps.

Collate service activity data and demand projections

GP and clinician perspective

Surveys, interviews and advisory panels to discover current situation, how they can be more supported to manage patients with type 2 diabetes, their experience of the current patient journey and suggestions to improve care connection.

Consumer perspective

Consumer workshops/surveys and interviews to map the consumer journey and capture lived experience and what the consumer would like to see changed

Compilation of findings

Analysis of current state of service delivery and integration/identification of service gaps and priority areas

Identification of potential opportunities, efficiencies and partnerships

Phase 2: Stakeholder workshops with representatives from primary, community and tertiary sectors to design potential solutions to identified gaps and priority areas and identify how current diabetes services could be brought together in a connected care approach
Codesign and feasibility of an integrated diabetes care service that addresses at least one identified priority area, is translatable and accessible to regional WA and is culturally safe

(Recommendations will be made for further consultation and engagement work to ensure the proposed model is translatable and accessible to regional WA and the Aboriginal Health sector)

Phase 3: Financial modelling and development of a business case for the proposed service