

Digital healthcare case study:

# Delivering efficiencies through digitally-enabled care

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

“ [Prior to using Accu-Chek Care] we relied on patients providing us with accurate information. ”

Diabetes Specialist Nurse

## Results: 6 months after introducing Accu-Chek Care



### 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 Accu-Chek Care chat function



### The platform allows prioritisation of patients with greater needs



### Increased clinic capacity/efficiency

Data analysis with Accu-Chek Care 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



“ [Accu-Chek Care] 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 Accu-Chek Care is the way forward. ”

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

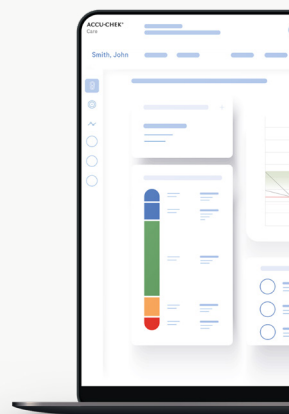
### Profile

- › 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 diabetes<sup>1</sup>

### Accu-Chek Care

- › 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 160+ diabetes management devices



For more information

[accu-chek.co.uk/hcp/care-solution](https://accu-chek.co.uk/hcp/care-solution)

**Accu-Chek Care formerly registered as RocheDiabetes Care Platform.**

The images used are stock photos, not real patients. Quotations sourced from recorded interviews with a Diabetes Specialist Nurse as part of a consultancy agreement with Roche Diabetes Care Limited in 2022. Abbreviations: DESMOND, Diabetes Education and Self Management for Ongoing and Newly Diagnosed; NHS, National Health Service.

\*mySugr app: Users must be at least 18 years old to register for the Accu-Chek Account. Please see the manual for intended use.

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> Last accessed April 2024

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