

Improving Frailty Care Benefits Everyone
5th National Canadian Frailty Network Conference
CFN Innovation Showcase
September 20, 2018, Hilton Toronto, Ontario

Success...Proof of Concept: Leading the Way with Diabetes and Frailty Quality Initiative. Taking the Attention off Tight Targets. Peggy Dunbar & Crystal MacNeil

Guidelines for diabetes management in the frail elderly, released in 2010 to all Nova Scotia (NS) Long-Term Care (LTC) Facilities, showed positive results for patients and health care providers (HCPs). As this patient population is often more aggressively managed in Acute Care with tighter glycemic targets, this 2017 quality initiative focused on educating HCPs caring for frail elderly who have been medically discharged to Veteran's Units, or awaiting LTC placement in Transitional/Alternate Level of Care beds. This Initiative was conducted in two communities in the Western Zone (WZ) of NS.

A quality process, using an educational intervention, emphasized appropriate care to achieve patient safety and improved quality of life. In efforts to reduce over/under management, topics included appropriate glycemic targets, monitoring frequency for A1C/blood glucose, and correct identification/treatment of hypoglycemia.

Pre- and post-education session HCP knowledge surveys and chart audits, education session evaluations, and stakeholder feedback all demonstrated Initiative effectiveness.

This Initiative built on a similar project conducted in other WZ locations between 2014-2016; however, it used a nursing and nutrition Co-lead model at each site, building on local capacity. A centralized Project Coordinator provided support with presentation logistics/promotions; material preparation; survey collection/compilation; chart audits; data capture/analysis/reporting; and communications. Standardized processes and evaluation metrics/materials ensured project fidelity and comparability.

This process was highly valued by the stakeholders, including the implementation team, and resulted in positive change for the targeted HCPs and their patients. It will be used in other parts of NS, with easy application to other provinces.

To access more information about this Initiative, go to:

<http://diabetescare.nshealth.ca/events-initiatives/special-projects-partnerships/western-zone-diabetes-quality-initiative-2017>