**HOPE in action ~ identifying diabetes distress to support patients to overcome concerns and issues, enhancing health outcomes and patient experience**

**Background & Aim**

The burden of diabetes can be overwhelming, with emotional distress a common challenge. The Health Outcome Patient Experience (HOPE) initiative addresses this by using the Problem Areas in Diabetes (PAID) tool to identify and support individuals experiencing diabetes distress (DD)

To utilise the PAID tool to identify emotional challenges early and provide appropriate support to patients to help them achieve their diabetes management goals, enhancing both patient experience and health outcomes.

**Methods**

Initial face-to-face appointments for patients on insulin therapy, now prioritise completing the PAID questionnaire to measure DD. Clinicians review the scores to guide consultations and utilise structured referral pathways and resources. Patients identified with severe diabetes distress receive support tailored to their needs, including referrals to GPs, access to mental health resources, and encouragement and guidance to seek further care.

**Results**

**Results indicate 23% had severe distress (****average age 45 years,** 14 females, 7 males, 4 identifying as indigenous), 26% had moderate distress (average age 32 years, 13 females, 11 males, 6 identifying as indigenous) and 51% had low distress (average age 45 years, 11 females, 36 males, 2 identifying as indigenous). The two main concerns identified were worrying about the future and possible serious complications, and feelings of guilt and anxiety when deviating from diabetes management plans.

Patients often presented differently until their PAID scores highlighted underlying concerns, with this early identification of diabetes distress leading to timely, tailored interventions, enhancing patient care.

**Discussion/Conclusion**

By incorporating psychosocial screening into routine diabetes management, the HOPE initiative promotes a proactive and holistic approach to care. The PAID scale prioritises emotional well-being alongside medical treatment, enhancing both patient experience and health outcomes. Patients who completed the questionnaire following intervention had improved PAID scale scores. Valuable insights from the HOPE platform can contribute to ongoing improvements in diabetes care.