**Category Entry:** Quality Improvement

**Title:**

**Overcoming Inherent Challenges To Provide An Effective Insulin Pump Service In A Quaternary Hospital: A Demonstration**

**Background & Aim:**

Commencing pump therapy is a multi-step process requiring multi-disciplinary collaboration in partnership with the person with diabetes.  Efficient process was hampered by unclear structural outline and responsibilities, and suboptimal waitlist management.  Developments in technologies, industry and health fund administration presented additional challenges.  Introduction of an electronic medical record (EMR) and Office 365 presented the opportunity to design a digital, rigorously monitored, defined process.  The Service sought to improve productivity, consistency, timeliness to care and prevent loss to follow-up, with a coordinated approach.

**Methods:**

A schematic pathway was defined.  Procedures and pre-pump resources were developed and described.  Department implemented consensus for care processes identified, optimised and individualised the support offered.  ­Semi-automated reminder systems were established.  Enhanced team email management and a shared digital application ‘Tech Tracker’ was introduced; mapping activity from referral to completion of follow up.  Checkpoint progression to pump therapy involved designated roles and continuously addressed tasks amongst all parties engaged in pump commencement.  Continuous clinician education and process refining occurred via existing multi-disciplinary meetings and protected indirect clinical time.

**Results:**

Processes and responsibilities are refined and documented.  Continuity of care, referral management and tracking are markedly improved and transparent.   Mechanisms supporting continuous learning, comprehensive standardised practices and clinical approaches are in place.  Digital tools reduced data error and omission; future extrapolation for further comment on the service is enabled.

**Conclusion:**

This project led to a more organised and effective pump service that is adaptive to technology, industry and administrative changes.  The interventions have mitigated risks for loss to follow-up and optimised timeliness to care; process clarity was achieved, assisting individuals through a supported pump commencement experience.  Feedback from stakeholders regard it as efficient and of a high standard.  Quality improvement systems have been embedded.