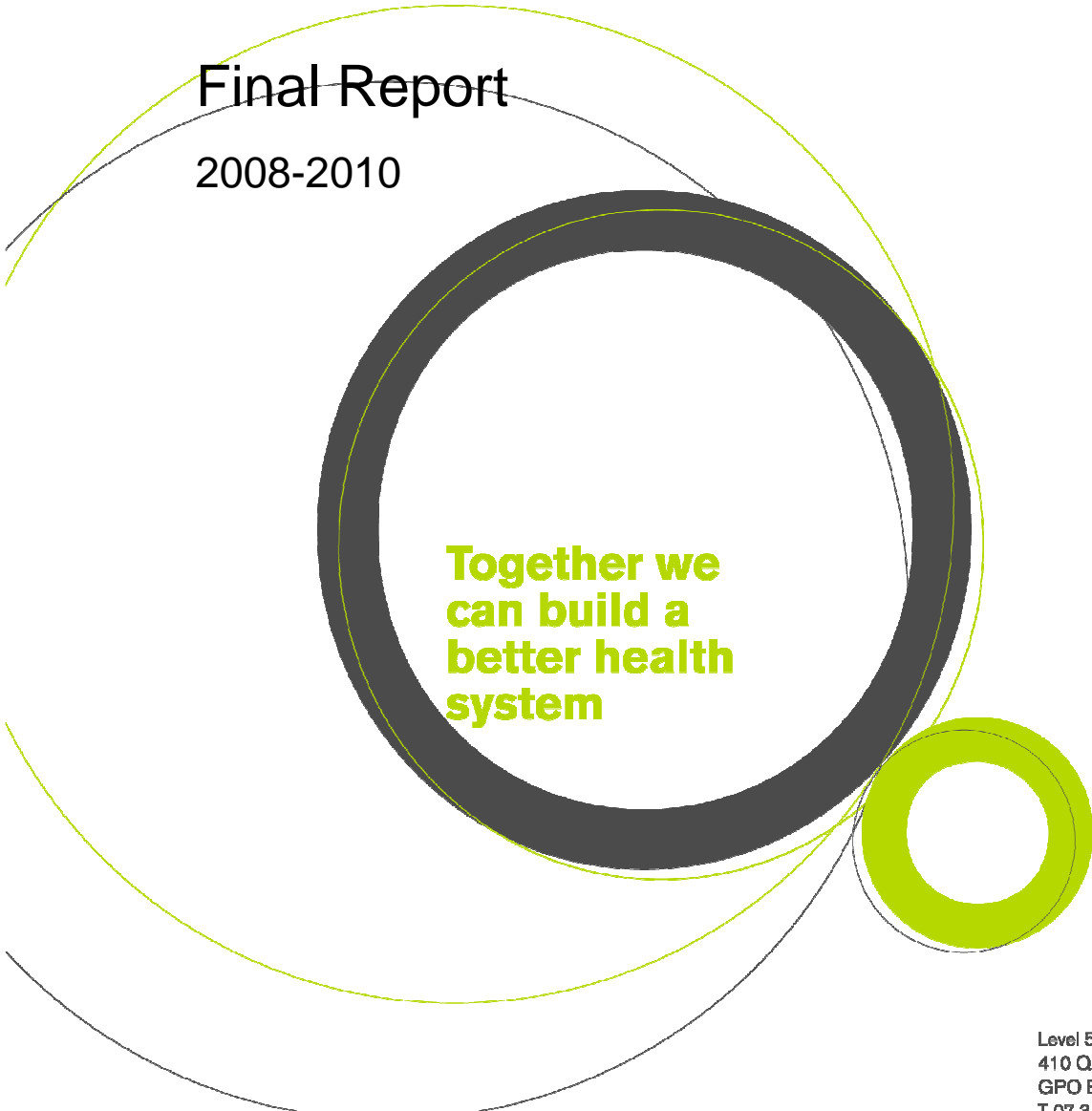


 **Type 2 Diabetes Standard Care  
Pathway Project**

**Final Report**

2008-2010



**Together we  
can build a  
better health  
system**

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## Rationale

In 2005, Queensland Health initiated renewal of the *Management of Diabetes Mellitus in Adults – Queensland Standard Care Pathway 2000*. In late 2006, General Practice Queensland (GPQ) then circulated the updated *Management of Diabetes Mellitus in Adults – Queensland Standard Care Pathway 2006* to seek feedback on the Pathway from general practitioners, practice nurses, pharmacists and division staff. A series of 13 questions was developed and distributed via email. The questions invited feedback regarding the format, usefulness, barriers, content and dissemination of the Pathway.

The feedback indicated that the utilisation of the Pathway would be problematic in general practice. While overall comments supported the usefulness of the information provided, it was widely noted that there was limited use of the poster format in the practice setting. As an alternative, it was suggested that 'online or electronic versions of this resource should be considered to enable access from the web'.

The resulting state-wide Type 2 Diabetes Standard Care Pathway Project aimed to enhance the capacity of the primary health care sector to improve the assessment and management of type 2 diabetes. The Project ran from 2008 to 2010 and linked to the Statewide Diabetes Clinical Network.

## Review of the evidence

The initial phase of the Type 2 Diabetes Standard Care Pathway Project was a scoping phase, during which a review was undertaken to identify existing information to support the implementation of evidence-based approaches to type 2 diabetes.

Through the primary health care research collaboration between Griffith University and GPQ, two briefing papers were prepared regarding barriers to adoption of clinical guidelines<sup>1</sup> and uptake and adoption strategies in relation to clinical guidelines<sup>2</sup>. The briefing papers were summaries derived from a larger paper entitled, 'When guidelines need guidance: Considerations and strategies for improving the adoption of chronic disease evidence by General Practitioners'<sup>3</sup>.

The information gathered through this review contributed to the platform from which the online resource was developed.

## Production of the resource

A Project Advisory Group informed the development and implementation of this resource.

In May 2008, a Consultation Workshop was undertaken with a range of stakeholders to seek targeted advice regarding the development of the new Pathway. The workshop involved education around process mapping, identification of gaps in the primary care pathway for type 2 diabetes management and discussion on a statewide standard work flow process for the care of people with type 2 diabetes in the primary care setting.

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1

<http://www.gpqld.com.au/content/Document/3%20Programs/Collaborative%20Research%20Hub/BRIEF%201%20Barries%20to%20Adoption%20of%20Guidelines.pdf>

2  
<http://www.gpqld.com.au/content/Document/3%20Programs/Collaborative%20Research%20Hub/BRIEF%202%20Guideline%20Uptake%20Strategy.pdf>

3  
<http://www.gpqld.com.au/content/Document/3%20Programs/Collaborative%20Research%20Hub/Uptake%20of%20guidelines%20Paper.pdf>

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1. Centre of National Research on Disability and Rehabilitation, Griffith Institute of Health & Medical Research, Griffith University

2. GPQ

3. Queensland Health Southside District Place-Based Initiative



Subsequent to the workshop, a number of discussions took place with a website designer, website developer and GPQ staff. Through these consultations, integration of the workshop feedback and information from relevant references, a series of iterations of the pathway followed.

Towards the end of 2008 a trial of the website was conducted, with feedback sought to inform the draft tool. Once the final online version was available, the resource was submitted to Queensland Health and approved, with the endorsement of the Statewide Diabetes Clinical Network and the Chronic Disease Strategy Unit.

GPQ took the opportunity presented through a meeting of the Queensland Parliamentary Diabetes Interest Group in November 2008 to launch the new resource.

To promote the resource, three methods were then utilised:

- A postcard advertising the web address and reflecting the design of the Pathway was developed and distributed to relevant stakeholders (e.g. on division visits)
- A series of four articles was posted over time in the GPQ Chronic Disease Update to raise awareness of the tool and provide linkage to the website
- The website address was placed on the GPQ website along with a description of the Project

## Maintenance

Following the launch of [www.t2d.com.au](http://www.t2d.com.au), an Issues Register was maintained to collate any feedback received on the resource. In order to address the feedback received, the Issues Register was presented mid-2009 for review by the Statewide Diabetes Clinical Network Steering Committee. As a result of discussions with the Committee, a number of changes were made to the Pathway and updates from both the *Diabetes Management in General Practice 2009/10 handbook* and the Medicare Benefits Schedule were included.

It was anticipated at the outset that the work of the Project would be sustained through usage of the Type 2 Diabetes Standard Care Pathway in informing the Map of Medicine in Queensland. Unfortunately, as the Map of Medicine state-wide rollout did not eventuate in the life of the Project, this avenue for sustainability was not available.

## Outcomes

During the Project, website statistics were utilised to monitor access to the tool. Summaries of statistics from January 2009-March 2009 and January 2010-March 2010 are presented below.

**Table 1**

Month	Monthly Totals					
	Sites	KBytes	Visits	Pages	Files	Hits
<a href="#">Mar 2009</a>	165	41911	462	2041	4840	6536
<a href="#">Feb 2009</a>	174	44914	512	2003	4875	6284
<a href="#">Jan 2009</a>	161	43138	547	1956	4636	5255
<b>Totals</b>	<b>500</b>	<b>129963</b>	<b>1521</b>	<b>6000</b>	<b>14351</b>	<b>18075</b>
<b>Average/mth</b>	<b>166.7</b>	<b>43321</b>	<b>507</b>	<b>2000</b>	<b>4783.7</b>	<b>6025</b>

### Legend

**Sites** - number of unique IP addresses/hostnames that made requests to the server

**Kbytes** - show the amount of data that was transferred between the server and the remote machine, based on the data found in the server log

**Visits** - when a remote site makes a request for a *page* on the server for the first time. As long as the same site keeps making requests within a given timeout period, they will all be considered part of the same **Visit**

**Pages** - those URLs considered the actual page being requested, not the component items

**Files** - the total number of hits (requests) that actually resulted in something being sent back to the user

**Hits** - the total number of requests made to the server during the given time period



Table 1 indicates that between January and March 2009, the monthly average number of hits for [www.t2d.com.au](http://www.t2d.com.au) was just over 6000. In addition, the monthly average number of visits for the same period was 507.

**Table 2**

Month	Monthly Totals					
	Sites	KBytes	Visits	Pages	Files	Hits
<a href="#">Mar 2010</a>	363	40895	794	2892	5275	7082
<a href="#">Feb 2010</a>	346	49548	599	2422	6038	8092
<a href="#">Jan 2010</a>	254	36298	537	1985	4178	5078
<b>Totals</b>	<b>963</b>	<b>126741</b>	<b>1930</b>	<b>7299</b>	<b>15491</b>	<b>20252</b>
<b>Average/mth</b>	<b>321</b>	<b>42247</b>	<b>643.3</b>	<b>2433</b>	<b>5163.7</b>	<b>6750.7</b>

Table 2 indicates that between January and March 2010, the monthly average number of hits for [www.t2d.com.au](http://www.t2d.com.au) was just over 6700. In addition, the monthly average number of visits for the same period was approximately 643.

As such, the data indicate that not only have there been a number of requests in relation to the website, but for the same 3 month period in 2009 and 2010 there has been an increase in the monthly average hits and visits on the t2d website.

As a quality improvement activity, in 2010 a survey regarding the online tool was conducted to seek the views of stakeholders who were invited by GPQ to participate in the Type 2 Diabetes Standard Care Pathway Advisory Group and/or workshop. The survey included four questions, listed below with the responses received.

**Question 1.** Have you accessed the resource [www.t2d.com.au](http://www.t2d.com.au) (independently of requests for feedback)? Eight of the ten respondents to this question answered 'yes'.

**Question 2.** Do you think that the t2d online resource has supported improvement in prevention and management of type 2 diabetes? Eight of the ten respondents to this question answered 'yes'. The comments made in relation to this question included 'gave us ideas about developing our own local pathways' and 'Yes, but not significantly'.

**Question 3.** Would you promote the resource [www.t2d.com.au](http://www.t2d.com.au)? Of the ten respondents, eight answered 'yes', one answered 'no' and one 'uncertain'.

**Question 4.** Do you have any feedback you would like to provide about the project or the resource? Feedback was received from five respondents who answered;

- 'Needs to link to more resources and service information'
- 'I think it is of limited effectiveness because it is isolated from any other resource or utility'
- 'It is a very easy to use site very inter-active'
- 'The only effective way this resource can be marketed to practices is through an existing funded program, which means that it is an adhoc and limiting approach'
- 'Process was good, resource is a bit complex but needed'



## Summary

The Type 2 Diabetes Standard Care Pathway Project has been an initiative to develop an existing paper-based resource into an online tool to enhance the assessment and management of adult type 2 diabetes in the primary care setting.

The Project has strengthened working relationships between GPQ, division staff and the Queensland Health Statewide Diabetes Clinical Network. Statistics on the website reflect that some 19 months on, it continues to be utilised. The final survey indicated that 80% of respondents had accessed the resource independently of requests for feedback, felt the resource had supported improvement in prevention and management of type 2 diabetes and would promote the resource.

However, while these findings are positive, there have been a number of learnings that have emerged from this process. Firstly, that website development can be costly, particularly if modifications are required. Secondly, that sustainability will continue to be an issue for resources created through time-limited project work. And finally, that consideration should be given to incorporation of electronic resources into practice software where possible, to facilitate practitioner access.

The GPQ Chronic Disease Team would like to thank Queensland Health, Queensland divisions of general practice and other stakeholders involved in the Project for their contribution.

## Further information

For further information about this report, please contact Katie Griffin, Program Coordinator – Chronic Disease, GPQ on 07 3105 8300 or email [kgriffin@gpql.com.au](mailto:kgriffin@gpql.com.au).