Improving Ulcer Preventative Offloading Care for the At-Risk Diabetic Foot – An Integrated approach

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Background:
• There were 1,297 hospital stays for diabetic foot ulcer management in Ireland in 2008 with a cost estimated at €23,489.63 per stay.
• Once foot ulcers are healed, pressure relieving measures such as orthoses should be prescribed to reduce reoccurrence risk (1,2).
• An audit of orthoses service delivery highlighted clinical risks with outsourcing it that including long waits, uncontrolled costs and inadequate follow up.
• Locally, offloading services have been delivered by multiple private providers without any clear governance structure.

Conclusions:
• The benefits of transferring the provision of At-Risk Foot orthoses to the HSE was recognised as governance could be provided by the Senior Podiatrist enhancing patient safety, experience and outcomes whilst reducing waiting times and cost.
• Challenges included managing an increase of administration to an already busy clinical caseload.
• A gap in the service was realised where there was no access to musculoskeletal specialist podiatrist within the team.

References:
4. HSE Change Management Resources, December 2014

Aim:
To implement the National Integrated Model of Care for the Diabetic Foot (3) locally.

Objectives:
• Set up governance structures for the At-Risk Diabetic Foot
• Achieve 60% cost saving in orthoses provision
• Reduce wait time to 6 weeks
• Reduce number of patient journey steps from 6 to 3
• Improve patients’ average Foot Function Index by 40%
• Improve patient experience
• Achieve direct cost savings

Methods:
• Audit carried out of previous service
• A working group was set up to monitor change implementation.
• Consultation carried out with Stakeholders
• A Service Model was designed and implemented with Offloading Pathways.
• Data to evaluate results was collected between December 2016 and August 2017
• A total of 21 patients were evaluated.
• HSE Change Model was employed to implement the project.

Results:
I tended not to walk at all before my orthotics, now I am quite comfortably doing 6km, I find great support in them and am absolutely thrilled!
I can do more walking so my blood sugars are going down and its helping my weight....
I’m walking up and down the Pier again, I haven’t been walking for months...I can get down to the church now...I don’t know myself!

<table>
<thead>
<tr>
<th>MEASURE</th>
<th>BEFORE</th>
<th>AFTER</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wait Time for service</td>
<td>40 weeks</td>
<td>6 weeks</td>
<td>34 weeks improvement in wait time</td>
</tr>
<tr>
<td>Patient Journey Steps</td>
<td>6 steps</td>
<td>3 steps</td>
<td>Patient journey reduced by 3 steps</td>
</tr>
<tr>
<td>Average Foot Function Index</td>
<td>60%</td>
<td>13.6%</td>
<td>46.4% improvement in pain and disability</td>
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<tr>
<td>Direct Cost Saving</td>
<td>€6,105</td>
<td>€1,945</td>
<td>€4,160 saving in cost of orthotics</td>
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</tbody>
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Conclusions:
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