



Paediatric Diabetes Notification Procedure

1. Purpose

WA Country Health Service (WACHS) is committed to ensuring the seamless transition of care between acute paediatric services and community child and school health services. Good communication and continuity of care is important to provide timely support to families to optimise the health and development outcomes of children. The procedure supports staff managing the health needs of children who have been recently diagnosed with diabetes, and their parents/carers who may require additional support to navigate the health system, access resources and information.

2. Procedure

2.1 Perth Children's Hospital Staff

A Perth Children's Hospital (PCH) specialist, multidisciplinary team provides care to all children who are newly diagnosed with diabetes.

The PCH Clinical Nurse Specialist for Newly Diagnosed Patients initiates communication with community health services by the updating of tracked shared spreadsheet Child Healthcare Log for each child who has been newly diagnosed with diabetes. PCH diabetes notifications are sent to Child and Adolescent Community Health (CACH) Child Health Booking System.

The PCH diabetes notification includes the following information: client name, date of birth, parent or carer's name, town/suburb of residence, phone number and school attended (if applicable). Where additional clinical information is relevant to the child's care, this will be communicated to community health services.

2.2 Child and Adolescent Community Health

The CACH Child Health Booking System receives all PCH diabetes notifications, including for children who live in WACHS regions. CACH forwards WACHS notifications to AreaOfficePopulationHealth.WACHS@health.wa.gov.au with a subject line as follows: WACHS Diabetes Client-Confidential-Child's name-Town/Suburb.

2.3 Procedure for WACHS Staff

The following procedure is to be followed by WACHS Staff:

- **WACHS Central Office Staff:**
 - Delegated WACHS Central Office staff are to check the email account at least once per day and distribute the PCH diabetes notifications to the Regional Designated Officer (RDO), via the Regional Designated Inbox (RDI) (referring to the WACHS postcode list).
 - The email subject line is to include the following information: WACHS Diabetes Client-Confidential-Child's name-Town/Suburb.
- **Regional Population Health Directorates:**

- Each WACHS Regional Population Health Directorate is to maintain a Regional Designated Inbox (RDI) to receive PCH diabetes notifications and identify a regional designated officer (RDO) to monitor the inbox.
- **Regional Designated Officer:**
 - RDO is to allocate and monitor PCH diabetes notifications with community health staff.
 - RDO is to check the RDI email account at least once per day for PCH diabetes notifications and promptly distribute emails:
 - via email (with a read receipt) to delegated child health nurse/child health clinic or school health nurse, copying in the regional Clinical Nurse Manager or delegate, or
 - by uploading PCH diabetes notification directly into Community Health Information System (CHIS) and notifying relevant community health staff via agreed local processes.
- **Regional Clinical Nurse Manager or delegate:**
 - is to access Notifications and Clinical Summaries (NaCS) and ensure that Discharge Summary is uploaded to clients CHIS record.
- **Community Health Nurse:**
 - Community health nurse (CHN) receives the PCH diabetes notification and is to prioritise the client for initial phone contact to introduce self and available services.
 - CHN will work in partnership with the family to provide appropriate care, liaison, advocacy and referral that meets the family's needs to optimise the health, development and wellbeing of the child.
 - Health care support may include:
 - ensuring the family is aware of their responsibility to inform the school regarding their child's health condition
 - advocating that the school develops a student health care plan, templates are available from the [Diabetes WA](#) website
 - assisting with case coordination with the school and relevant PCH staff, if required
 - providing advice, guidance and training for school staff, or advice about accessing training, so that school staff can effectively support student health care
 - referring to CAHS Student Health Care Plans guideline for further information.

3. Roles and Responsibilities

WACHS Central Office Staff are responsible for receiving and forwarding the PCH diabetes notifications to the RDI, daily.

Regional Population Health Directorates are responsible for maintaining an RDI and nominating an RDO to distribute PCH diabetes notifications to community health staff.

Regional Clinical Nurse Managers are responsible for:

- accessing PCH diabetes notifications and discharge summaries (NaCS)
- ensuring that discharge summaries are uploaded to clients' CHIS record.

Community Health Nurses are responsible for:

- timely and coordinated service responses for each PCH diabetes notification
- prioritising service response upon receipt of a PCH diabetes notifications.

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

4. Monitoring and Evaluation

4.1 Monitoring

Monitoring of compliance with this document is to be carried out by the Coordinator of Nursing – Community Health on an annual basis and additionally as required in response to feedback received from clinical staff. The annual review will occur in May and include number of notifications, and timeliness of forwarding received notifications to RDI.

4.2 Evaluation

The evaluation of this procedure will be carried out by Clinical Nurse Managers in each WACHS region on a quarterly basis to ensure appropriate actions have been undertaken.

5. Compliance

Guidelines are designed to provide staff with evidence-based recommendations to support appropriate actions in specific settings and circumstances. As such, WACHS guidelines should be followed in the first instance. In the clinical context, where a patient's management should vary from an endorsed WACHS guideline, this variation and the clinical opinion as to reasons for variation must be documented in accordance with the [Documentation Clinical Practice Standard](#).

WACHS staff are reminded that compliance with all policies and procedures is mandatory.

6. References

Nil

7. Definitions

Nil

8. Document Summary

Coverage	WACHS-wide
Audience	Community health nurses and managers
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy Clinical: Health Record Management Policy
Related Legislation	Health Services Act 2016 (WA)
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • Information Management Framework • Clinical Governance, Safety and Quality Policy Framework
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Engagement Procedure
Other Related Documents	<ul style="list-style-type: none"> • CAHS School-aged Health Services Policy • CAHS Child Health Services Policy • CAHS Student Health Care Plans Guideline
Related Forms	Nil
Related Training Packages	Nil
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 3375
National Safety and Quality Health Service (NSQHS) Standards	1.25, 6.04
ed Care Quality Standards	Nil
Chief Psychiatrist's Standards for Clinical Care	Nil

9. Document Control

Version	Published date	Current from	Summary of changes
2.00	10 July 2024	10 July 2024	<ul style="list-style-type: none"> title of PCH Clinical Nurse Specialist updated communication processes verified.

10. Approval

Policy Owner	Executive Director Clinical Excellence
Co-approver	Executive Director Nursing and Midwifery
Contact	Senior Policy and Portfolio Officer
Business Unit	Population Health
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