

Diabetes care in the canton of Vaud: a qualitative study of patients' and healthcare professionals' experiences and needs

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Background

Political decision (ministry of health) :

➔ To develop, during the 2008-2012 legislature, a cantonal program for diabetic patients living in the canton of Vaud.

Program main objectives:

- ➔ To decrease the impact of diabetes on the population
- By limiting the progression of incidence and prevalence
 - By improving care of diabetic patients

Aims of the research

To explore in the four health regions of the canton of Vaud:

- Diabetes care : experiences and perceived quality, needs and solutions
- Diabetes cantonal Program : opinions on its development, components, incentives to motivate both patients and professionals to participate

Methods (1)

Qualitative methods : Focus-groupes (FG)

With :

- 39 diabetic patients living in the canton of VD
- 34 healthcare professionals practicing in the canton VD (general practitioners, diabetologists, diabetes specialist nurses, dieticians, pharmacists, home healthcare managers, podologists)

➔ 2 FG in each sanitary regions : total of 8 FG

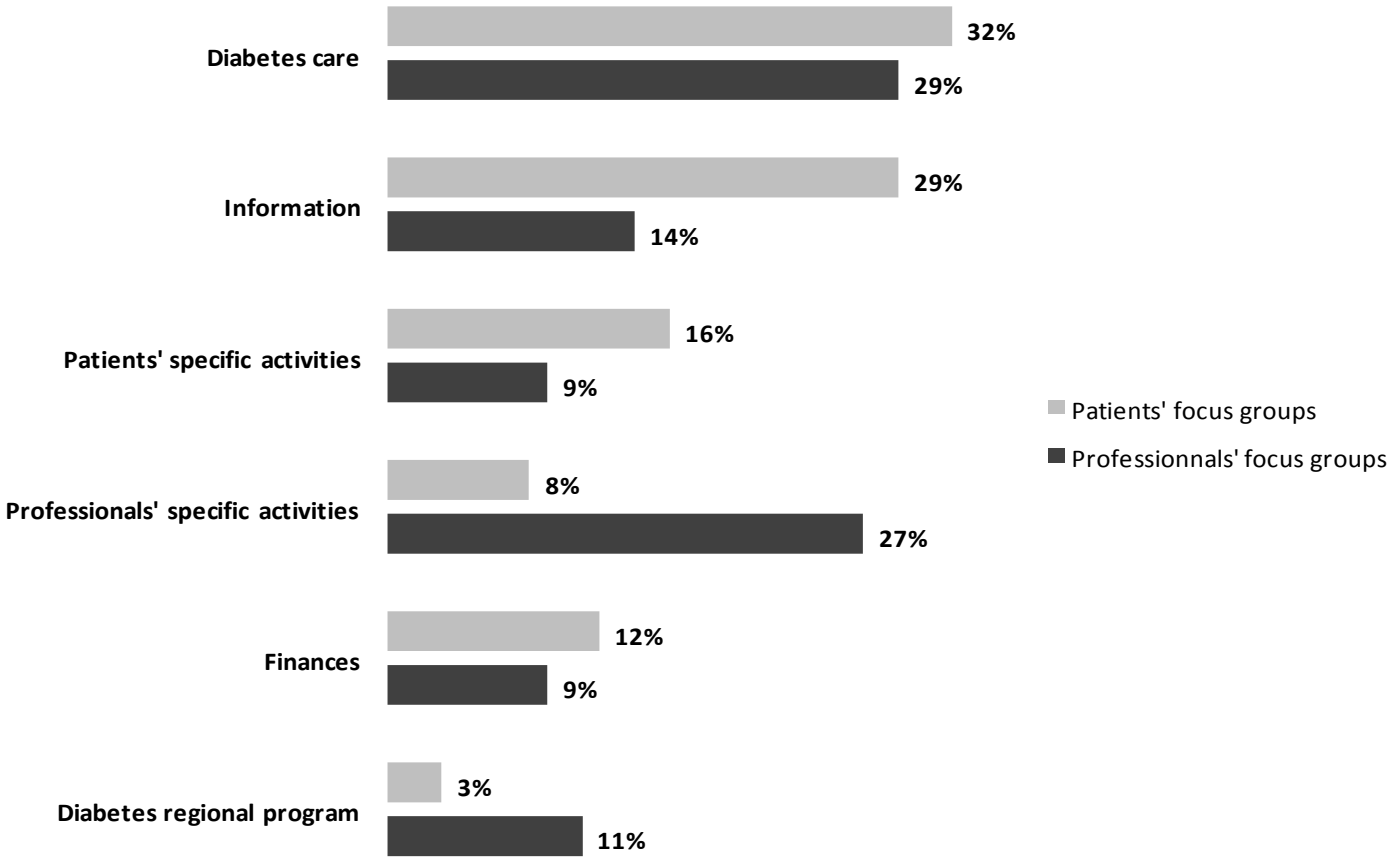
- Sessions were recorded and transcribed verbatim

Methods (2)

- Thematic analysis was performed. 6 main themes (supra-categories) were identified :
 - Diabetes care
 - Information
 - Patients' specific activities
 - Professionals' specific activities
 - Finances
 - Diabetes cantonal Program

Results (1)

Distribution of the six supra-categories in the FGs



Results Patients (1)

- Supra-category « Diabetes care »
 - Variability in the perceived quality of care
 - ➔ To have an access to a global and comprehensive care
 - Usefulness of the diabetics association but lack of availability
 - ➔ To reinforce the association or create a specialized care center
- Supra-category « Information »
 - Variability in the perceived quantity of information received
 - ➔ To set up information days or self-management education classes
 - ➔ To increase primary prevention

Results Patients (2)

- Supra-category « Patients' specific activities »
 - Patients' responsibilities in care
 - Motivation difficulties for self-management
 - ➔ To adapt activities to their needs and abilities
 - ➔ To set up peer groups of diabetics
- Supra-category « Finances »
 - Problems of reimbursement (e.g foot care)

Results Patients (3)

- Supra-category « Professionals' specific activities »
 - Problems of communication between professionals
 - ➔ To reinforce teamwork
 - ➔ To improve GP's training and knowledge regarding diabetes
- Supra-category « Diabetes cantonal Program »
 - To be adapted to their needs and easily accessible
 - Responsibility of healthcare professionals to develop a program

Results Healthcare professionals (1)

- Supra-category « Diabetes care »
 - Care improvement due to reinforcement of patients' follow-up
 - Difficulties in pediatric patients, medical and diet follows-up
 - ➔ To take professionals and existing structures into account
 - ➔ To create care structure per regions

- Supra-category « Professionals' specific activities »
 - Lack of communication between professionals
 - ➔ To have a common language and multidisciplinary meetings
 - Importance of teamwork (to clearly define roles)

Results Healthcare professionals (2)

- Supra-category « Information »
 - Lack of information on existing care structures and professionals
 - ➔ To be well-informed
 - ➔ To reinforce primary prevention

- Supra category « Diabetes cantonal Program »
 - To be adapted to patients' and professionals' needs
 - ➔ To strengthen existing care structures
 - ➔ To inform on existing care structures and professionals

Results Healthcare professionals (3)

- Supra-category « Patients' specific activities »
 - Participation to care depends on patients
 - Difficulties to motivate patients in self-management
 - ➔ To propose more self-management education classes
- Supra-category « Finances »
 - Problems of billing (e.g self-management education)
 - ➔ To bill all activities and to have a financial help to work in team
 - ➔ To reimburse foot care to patients

Conclusion

- Our research allowed us to identify experiences and needs of diabetic patients and healthcare professionals, and their expectations toward a cantonal program of diabetes management
- Participants pointed out similar problems and solutions, even if not similarly expressed
- These results should help the development and implementation of a program adapted to the patients' and professionals' needs, and to regional specificities

Thanks for your attention



“As you can see, your wife left a few messages reminding you to check your blood sugar.”