



Paediatric Diabetes Notification Procedure

1. Guiding Principles

Effective: 2 July 2021

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.

Children who have been recently diagnosed with diabetes and their parents 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 liaison nurse initiates communication with community health services by sending a PCH diabetes notification for each child who has been newly diagnosed with diabetes. PCH diabetes notifications are sent to Child and Adolescent Health Service Community Health (CAHS-CH) 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 CAHS-CH

The CAHS-CH Child Health Booking System receives all PCH diabetes notifications, including for children who live in WACHS regions. CAHS-CH 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 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.

2.4 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.

2.5 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.

2.6 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.

2.7 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.
 - Refer to [CAHS Student Health Care Plans guideline for further information](#).

3. Roles and Responsibilities

CAHS Child Health Booking System staff are responsible for:

- Identifying PCH diabetes notifications for children living in WACHS regions and forwarding the emails to the WACHS Central Office generic mailbox.

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.
- Prioritised service response upon receipt of a PCH diabetes notifications.

4. Compliance

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

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

5. Records Management

WACHS staff adhere to the PCH Diabetes Notification Procedure to ensure the provision and documentation of services in line with WACHS policies.

For further information about the management, storage and retention of records, refer to the [Health Record Management Policy](#)

6. Evaluation

- From 01 July 2021, monitoring of compliance with this document is to be carried out by the Coordinator of Nursing – Community Health on an annual basis.
- Auditing of PCH diabetes notifications received is to be carried out by Clinical Nurse Managers in each WACHS region on a quarterly basis to ensure appropriate actions have been undertaken:

7. Standards

[National Safety and Quality Health Service Standards -1.25](#)

8. Related Policy Documents

[CAHS School-aged Health Services policy WACHS](#)

[CAHS Child Health Services Policy](#)

[CAHS Student Health Care Plans guideline](#)

9. Policy Framework

[Information Management Policy Framework](#)

[Clinical Governance, Safety and Quality Policy Framework](#)

10. Appendix

Appendix 1: Paediatric Diabetes Notification Flowchart

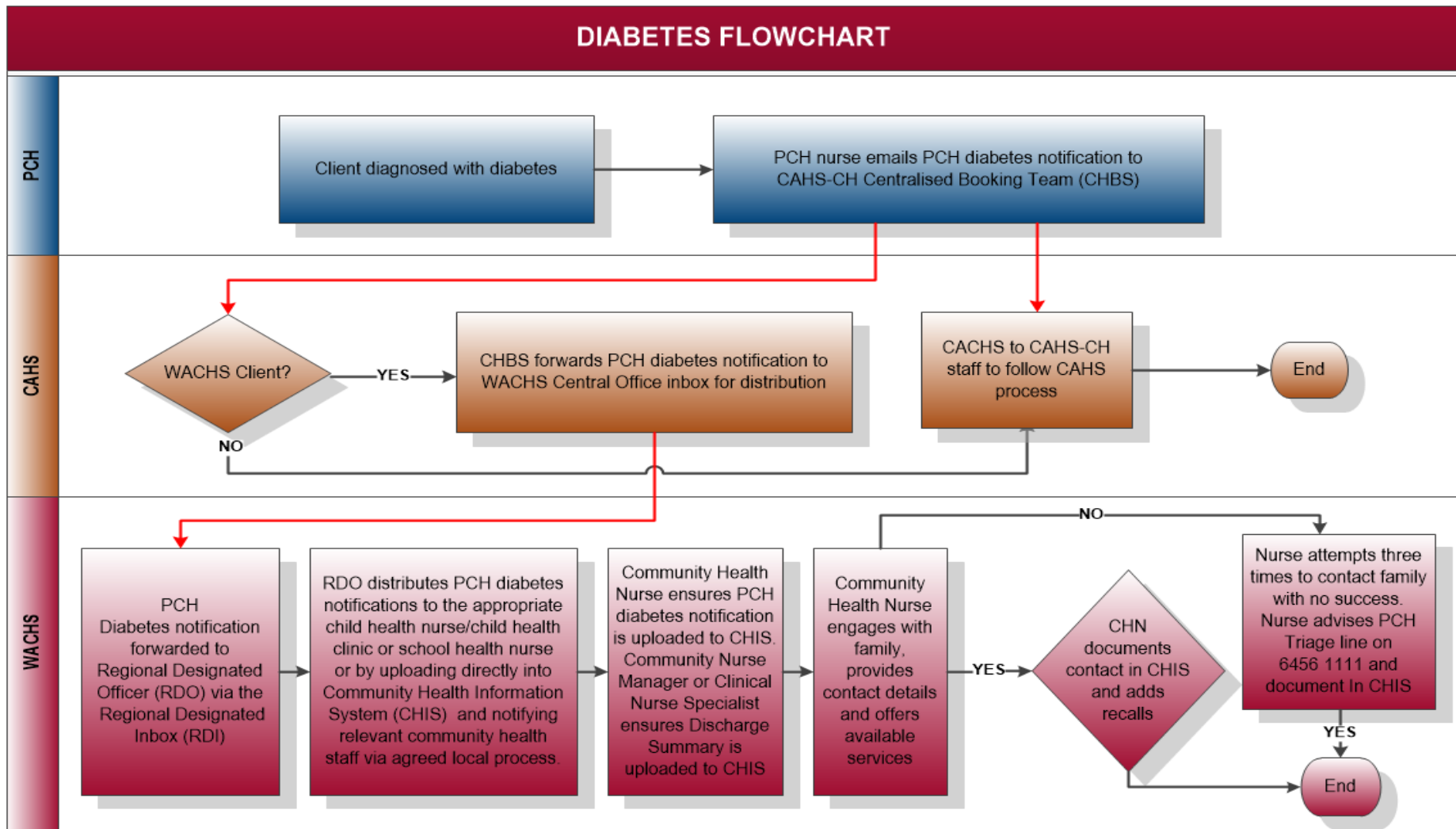
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Appendix 1 Paediatric Diabetes Notification Flowchart



The appendix is available via the Staff resources section on [this](#) page.