ABSTRACTS
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11th
Continuing Professional Development (CPD) Series:

'Diabetes Asia 2012'
Conference
October 17 – 21, 2012
Kuala Lumpur, Malaysia

Conference Venue
HOTEL ISTANA
73, Jalan Raja Chulan,
50200 Kuala Lumpur, Malaysia

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POSTER NO. 3

IMPROVING SERVICE DELIVERY OF INSULIN INITIATION:
VIEWS OF HEALTH CARE PROFESSIONALS

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Background review:
Service delivery in the health care system could be a barrier to insulin initiation in patients with type 2 diabetes. Strategies focused on improving the health care delivery system would improve the practice of insulin initiation.

Objectives:
This study aimed to explore the Malaysian healthcare providers (HCP) views of strategies that could improve service delivery to facilitate insulin initiation amongst patients with type 2 diabetes.

Methods:
In depth interviews and focus group discussions were conducted in Klang Valley and Seremban in 2010-11. HCP consisting of general practitioners (n=11), medical officers (n=8), diabetes nurses (n=3), government policy makers (n=4), family medicine specialists (n=10) and endocrinologists (n=2) were interviewed. A topic guide was used to guide the interviews, which were transcribed verbatim and analysed using Nvivo9 software using a thematic analysis approach.

Results and Conclusions:
Private general practitioners suggested for government subsidies and programmes where they could refer patients for diabetes education and subsidized insulin initiation. Involvement of other organizations such as pharmaceutical companies, mass media and non-governmental organizations are also important in providing support for insulin initiation. This support includes training HCPs; supplying patient’s education material; providing a diabetes education team; organizing programmes and advertisements about the benefits of insulin; and subsidizing glucose monitoring equipment. Setting up multidisciplinary teams which consist of doctors, assistant medical officers, diabetic educators, nurses, pharmacists and dieticians is a good strategy in facilitating insulin initiation. Empowering paramedics to counsel and advise diabetes patients about insulin is essential as each multidisciplinary team member have their specific role. Having team members from different ethnic backgrounds helps to overcome the problem of language barriers with patients. In conclusion, emphasizing team work and collaboration of various organizations is an effective approach in improving service delivery of insulin initiation.