



SOUTH AFRICAN ACADEMY OF  
FAMILY PHYSICIANS

**25th National Congress**  
**Integrating Primary Care – creating a more connected  
health and care system.**

# Welcome to the



SOUTH AFRICAN ACADEMY OF

# **FAMILY PHYSICIANS**

# 25<sup>th</sup> Annual Practitioners Conference

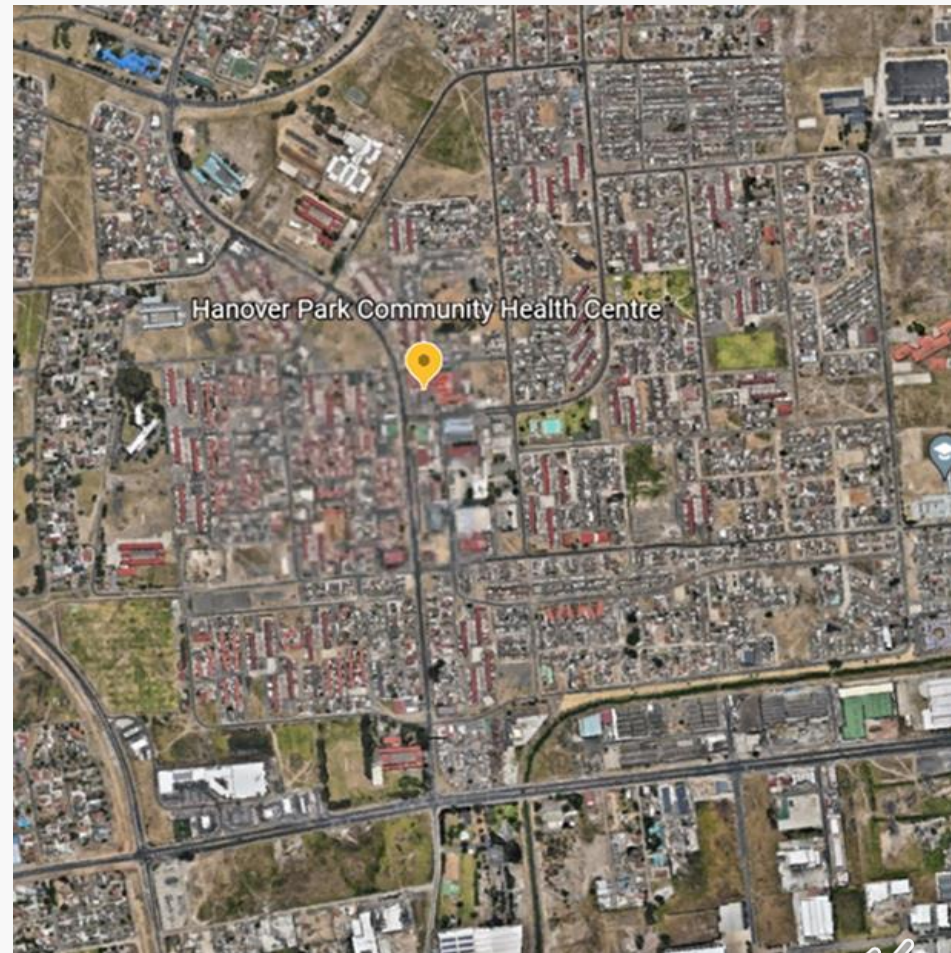


# The Setting – Hanover Park CHC



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- Peri-urban suburb on Cape Flats with multiple social determinants of disease
  - High-density living areas
  - Gangsterism and violence
  - Unemployment
- High prevalence and incidence of T2D ~ 28% of T2D in adults >25yrs (national ~ prevalence of 16%)
- Poor levels of glycaemic control
  - 43% of HbA1cs performed in 2021 >10%
- **AIM:** To apply a Telemedicine intervention in the PHC setting to assist uncontrolled diabetic patients with their disease management and to demonstrate efficacy by monitoring glycaemic control.

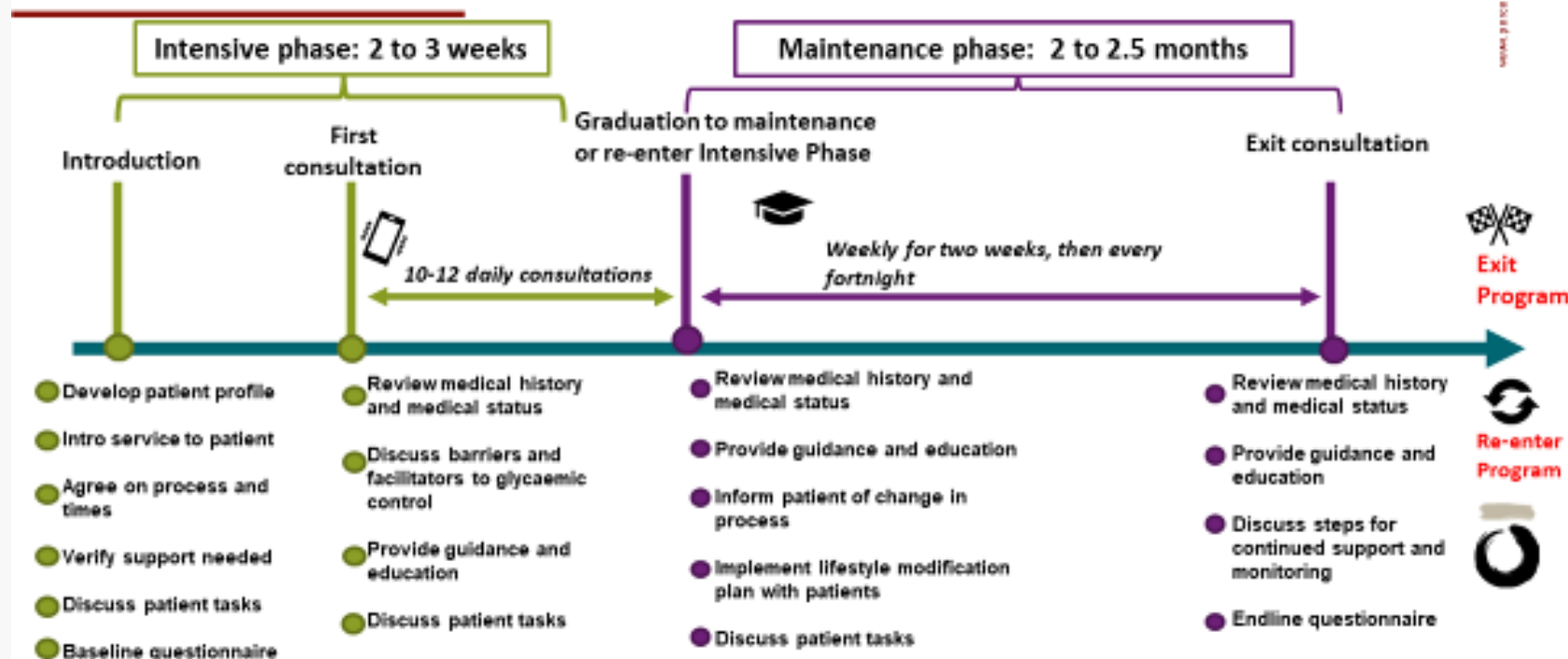


# The Intervention – PROactive TElemedicine TaCTical OpeRation (PROTECTOR)



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## Patient journey



# The Outcome



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Patients with HbA1c >10% in current care i.e. last meds collected	424
Patients who were eligible and contactable, and recruited	92
Patients who completed 3/12	82
Patients >60 years	43%
Female	69%
Male	31%
Comorbidities	HPT 87% Hyperlip 82% CKD 21%
Average number of calls/patient	9 Intensive and 10 Maintenance
Medication adjusted	73%
Average HBA1c reduction	2.9%
Qualitative outcomes	PREMS/PROMS



# The Implications



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**PROTECTOR = Improved outcomes and more cost-effective care**

Telemedicine has been demonstrated to improve CDM outcomes in our PHC setting

Patient empowerment and self-management capacity are greatly improved

**Pareto principle = 80% of costs generated by 20% of patients (high-risk)**

Multiple potential use cases for high-risk, high-cost patients

Telemedicine offers the ability to connect frequently

**A Virtual Clinic for high-risk patients**

A network of Telemedicine MOs operating interchangeably in a “Virtual Clinic” is a potential achievable goal

DMOC applied – MOs transferring patients for ongoing Telehealth inputs to the Prov Call Centre and visa versa



# References



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2. David, N., Brey, Z., & Ismail, M. 2021 May 20. Telemedicine in the Western Cape Department of Health during the first peak of the COVID-19 pandemic: Leveraging data to save lives by activating a telemedicine response. *African Journal of Primary Health Care & Family Medicine*. [Online] 13:1



# Acknowledgements



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BILL & MELINDA  
GATES *foundation*

