



# Development of a Technician-delivered Glaucoma Monitoring Service

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# Challenges in glaucoma service provision

- 1) Glaucoma is a chronic condition
  - Western world increasingly ageing population
  - Number of glaucoma cases is set to increase
  
- 2) Capacity and resource challenges make it difficult to follow published guidelines for disease monitoring
  
- 3) Organisation of service delivery is often inefficient, leading to long waiting times within the hospital eye service.



# Streamlining services: The 'virtual clinic' concept

- Technician-led service with consultant 'remote review'
  - Virtual in the sense that consultant reviews *data*, not patients
- Glaucoma monitoring lends itself to such a model
  - New technologies in imaging, automated visual field testing and IOP measurement

## OBJECTIVES:

- Improve efficiency – better use of resources, better 'patient flow,'
- Improve effectiveness – doctors can spend time with more complex patients,
- Improve patients' experience of our service.



# Patients suitable for virtual clinic monitoring

Patients suitable for the service include low risk <sup>†</sup> :

- Ocular hypertension (OHT),
- Open angle glaucoma suspects,
- Early or moderate \* primary open angle glaucoma in the worse eye,
- Bilateral pseudophakia and a primary diagnosis of early or moderate \* primary angle closure,
- Those deemed suitable for the service at the discretion of their consultant .\*\*

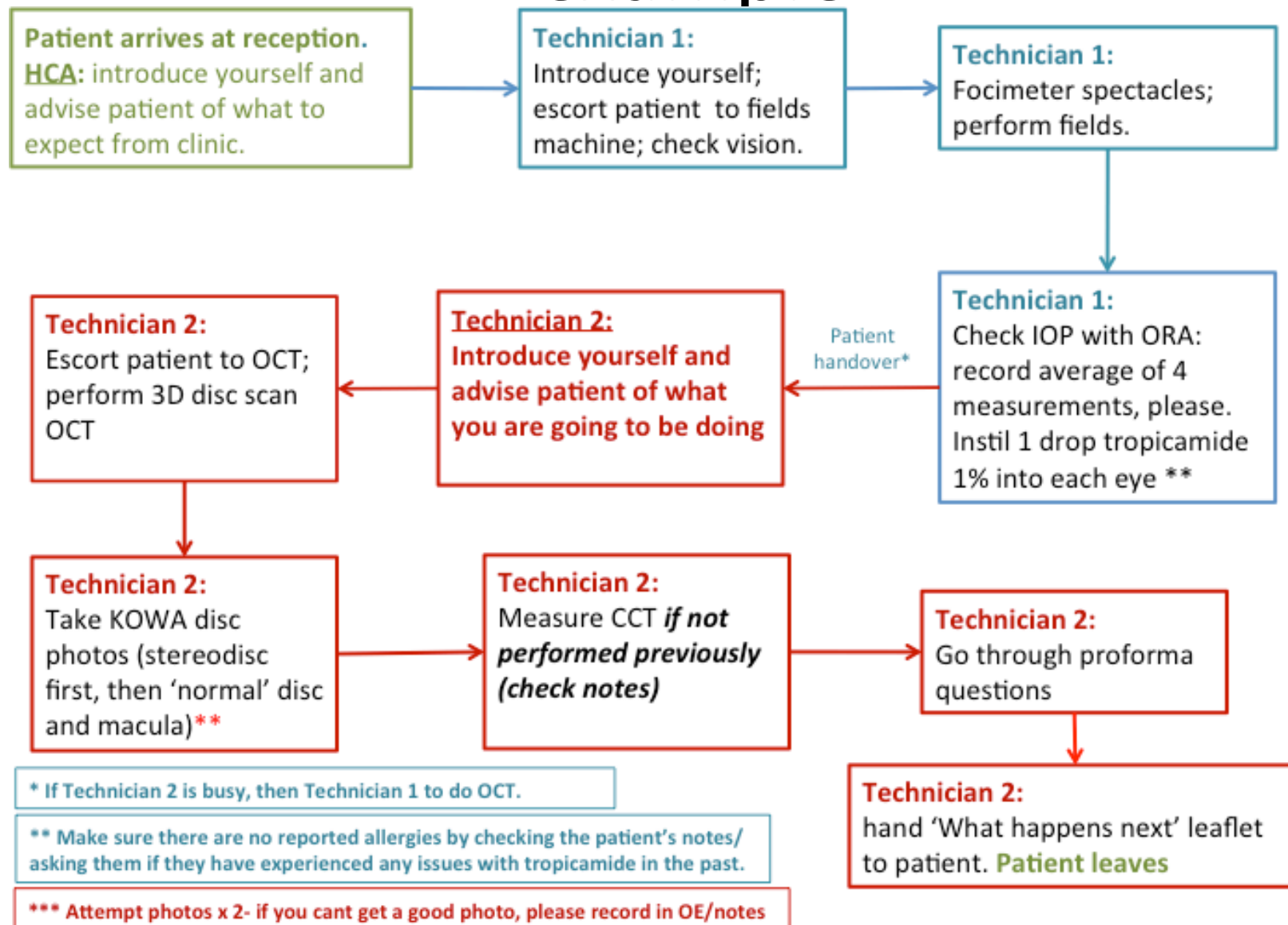
*† where 'low risk' is defined as being at a low risk of progression to significant visual loss over their lifetime*

*\* where 'early' and 'moderate' disease stage are based on the criteria developed by Damji et al. (Damji, K.F., R. Behki, and L. Wang, Canadian perspectives in glaucoma management: setting target intraocular pressure range. Can J Ophthalmol, 2003. 38(3): p. 189-97.)*

*\*\* where the referring ophthalmologist has outlined a clear management plan and defined the threshold for re-referral back into consultant-led services.*



# Patient journey through service: example





# Considerations

- Need reliable electronic patient record to facilitate the service
- Glaucoma service technicians primary role is to undertake visual fields
  - New role requires a greater skill set, including ‘customer service skills’
- Important to measure patient experience of service
  - Especially as moving away from traditional ‘doctor-led’ model of care
  - Early data suggests patients are open to this new model of care if they trust their care team \*

\* Kotecha A, Bonstein K, Cable R, Cammack J, Clipston J, Foster P. Qualitative investigation of patients' experience of a glaucoma virtual clinic in a specialist ophthalmic hospital in London, UK. *BMJ Open*. 2015 Dec 15;5(12):e009463. doi: 10.1136/bmjopen-2015-009463.