

Update: Pre-Visit Diabetes Device Data Capture

Edelina Cohen MS RD CDN CDCES, Michael Natter, MD; Lauren Golden, MD
NYU Langone Health
New York, NY, USA

Center for Diabetes &
Metabolic Health

INTRODUCTION/BACKGROUND

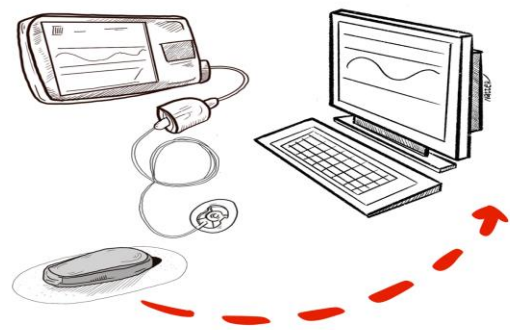
Diabetes device data capture is essential for effective and efficient patient care.

Benefits of diabetes device(s) data include:

- Better patient outcomes
- Active role of patients in their treatment
- Improved glycemia
- Time-stamped analysis of how self- management behavior or glycemic control changes
- Objective measures of self management vs relying on self- reported measures
- Data from multiple devices (pump, CGM, BGM, smart pen) integrated and viewed together
- Remote review by healthcare provider
- Targeted diabetes care and education

Limits & challenges uploading diabetes device data:

- Patient tech literacy
- Data sharing not already set up
- Remembering username and password to facilitate access
- Lack of computer access
- Variety of USB and cable connectors required for data extraction from multiple brands and models of diabetes devices
- Time consuming
- Staffing
- Inability to connect some devices due to using outdated device brands
- Patient perspective of perceived value of downloading diabetes devices data



Our practice aims to improve the number of previsit download/uploads (“data”) prior to patient visit from baseline

METHOD

- An assigned secretary or medical assistant collected 2 week glucose data prior to patient visits
- Intervention period: June 2023- May 2024
- A 5 day notice was sent patients via MyChart with instructions on how to download their diabetes device (continuous glucose monitor, meter, insulin pump, and/ or smart pen) reports and upload as an attachment on MyChart, if not already linked to share their data with our practice
- Patients were called 24-48 hours prior to the patient’s visit to remind them to download/upload their diabetes device data or link their device with the practice
- PCC provided verbal instructions on how to share their data with the practice, if not already linked
- Logged & tallied
 - # available downloads/uploads to capture prior to visit
 - # available downloads/uploads captured prior to visit

FIGURE 1

Diabetes Device Data Capture PRE-visit	% Average
Nov to mid Apr 2023 (24 weeks)	52
June 2023 (4 weeks)	46
Nov 2023 (2 weeks)	48
Apr- May 2024 (2 weeks)	45

RESULTS

- At week one of the intervention, data capture was 43%.
- At initial intervention data capture improved to an average of 52% over 24 weeks, with a peak of 65%
- Follow up average data capture for 4 weeks in Jun 2023 was 46%, 2 weeks in Nov 2023 48%, and 2 weeks in Apr-May 2024 45%

DISCUSSION & CONCLUSIONS

- Follow up diabetes device data capture (averaging 46%) decreased from initial intervention by 12% likely due to under staffing
- Future steps to improve diabetes device data capture:
 - Adequate staffing
 - Standardized diabetes data collection by staff
 - Educate patients on initial visit about importance of downloading diabetes devices data and linking their diabetes device with practice

Limitation of intervention:

- Amount of time spent by PCC to collect diabetes device data prior to visit
- Timing of data collection occurred over major holidays
- Type of diabetes device

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