

A Customized Digital Support Chat to Provide Assistance with Diabetes Self-management Education and Support (DSMES)

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Introduction

The integration of a diabetes digitally programmed chatbot for diabetes education and support provides a radical new avenue for persons with diabetes.

Diabetes care and education specialists worked in partnership to build patient educational content and thresholds through chatbots that escalate when clinical outreach, support and possible intervention may be needed for a person with diabetes. This digital health platform allows for continued and asynchronous education and support, in English and Spanish, outside traditional DSMES walls.

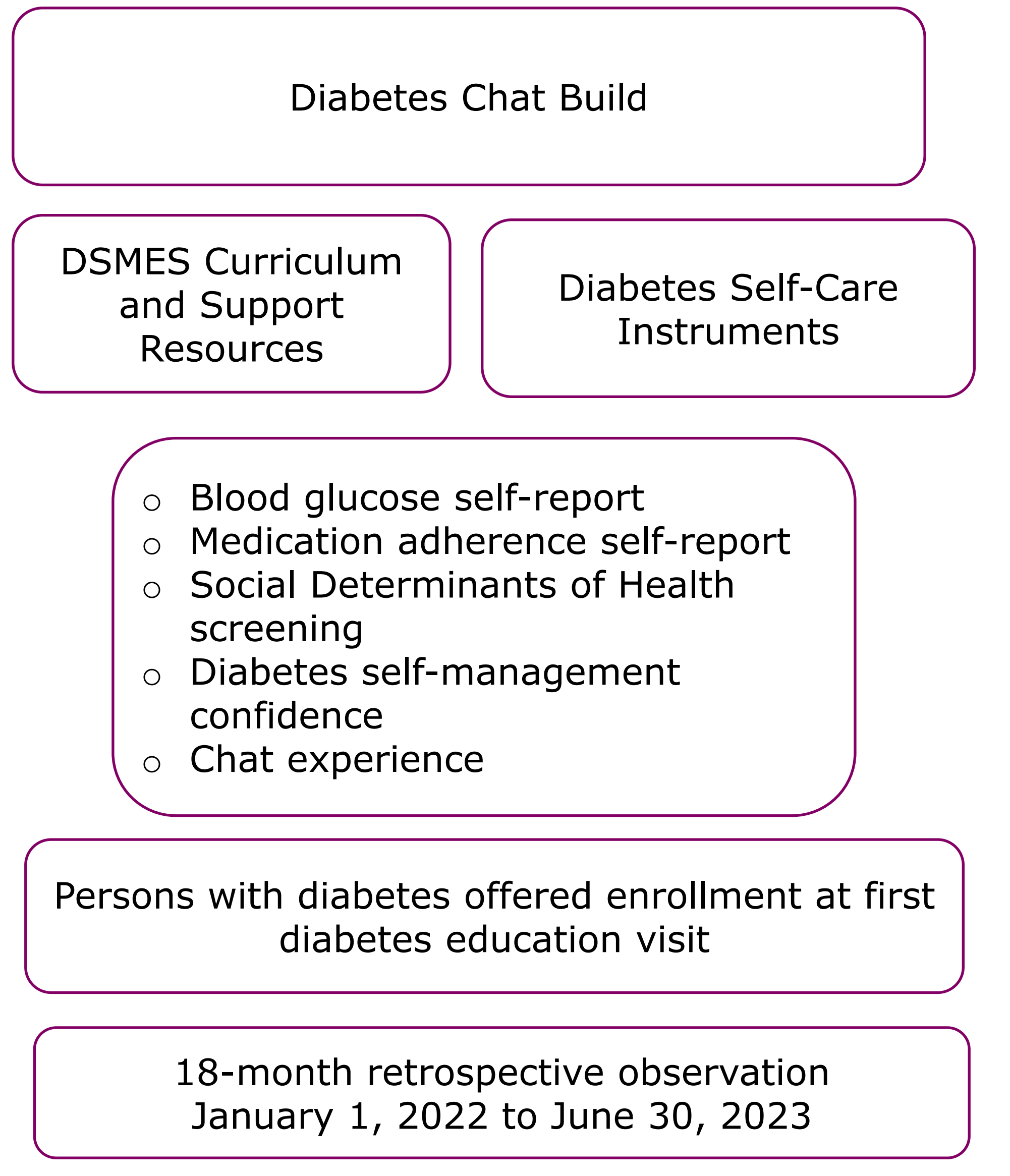
The person with diabetes is offered to enroll via preference, email or text, at their first diabetes education visit. Once enrolled, chats are received every 1-2 weeks, for 6 months and up to one year. The dashboard is monitored weekly to address escalations and monitor engagement.

Aims

Observe the integration of a diabetes self-management education and support chatbot for:

- Activation and engagement rates
- Diabetes self-management self-reports and confidence
- Satisfaction with chat experience

Method

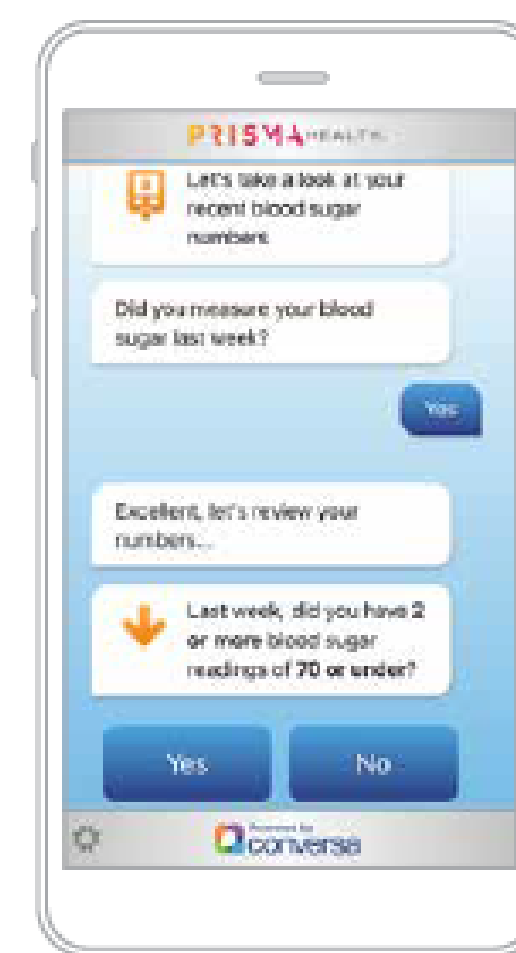


Prisma Health diabetes support chat

Prisma Health Chats are personalized for YOU and help you stay connected to your diabetes care team during your self-management journey.

Collaborative: These secure chats will ask you about your diabetes self-care and provide diabetes self-care tips. Your responses will be sent to your diabetes care team for review.

Simple: You'll receive a message on your phone, computer or mobile device with a link to your chat (there's no need to download anything or remember a password). Just click the link and start chatting.



Diabetes chats for diabetes self-care occur every 1–2 weeks for 6 months to a year and include:

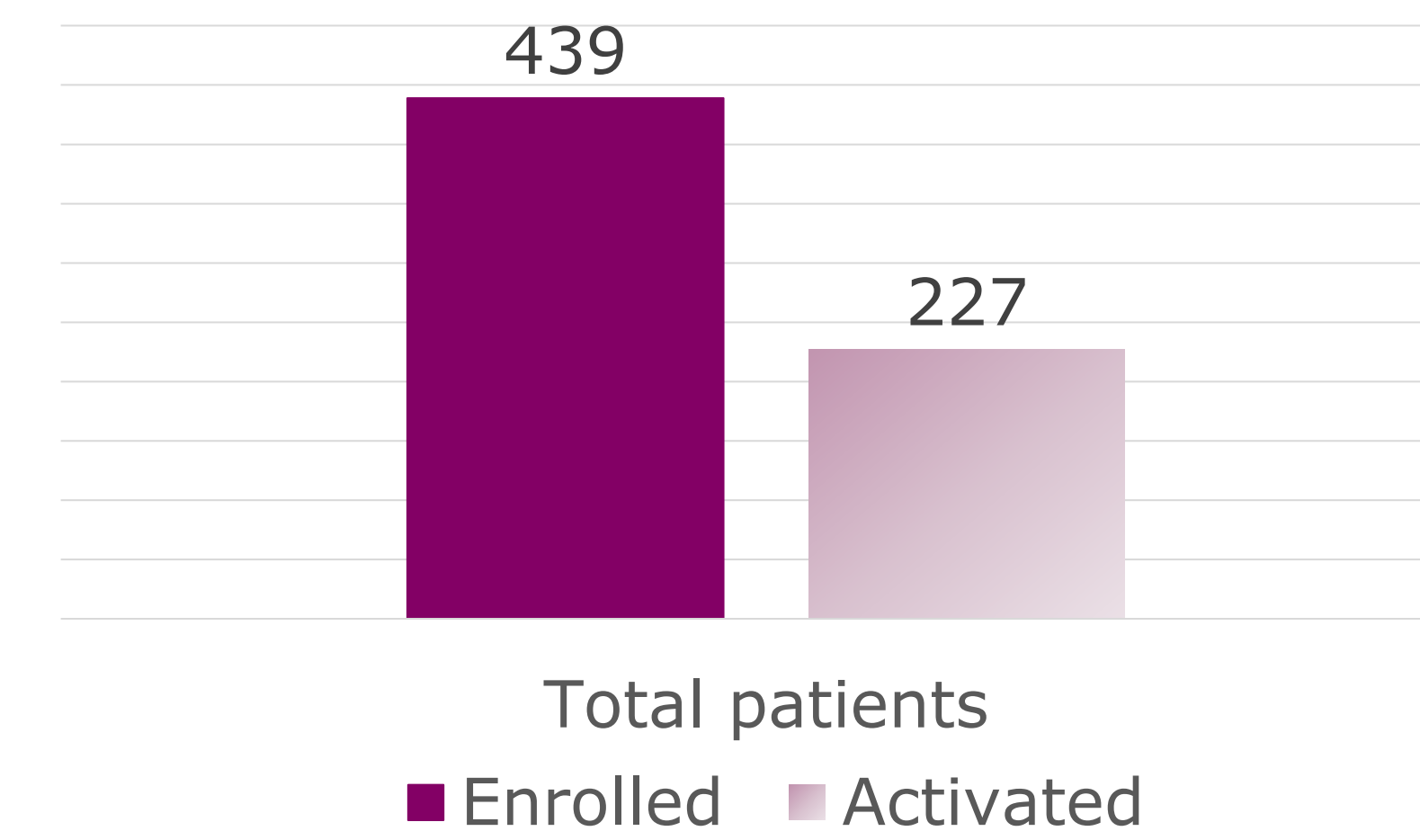
- Glucose monitoring, healthy eating and reducing risks
- If you're taking your diabetes medication and have any questions or concerns
- Diabetes self-care goal setting
- Helpful tips and more information about your diabetes health

Results

Enrolled and Activated

Total Chats Taken: 2,129

Activated: 53%



Top 5 Educational Topics Seen



Social Determinants of Health (SDoH)

Chose "yes" to receiving SDoH resources:

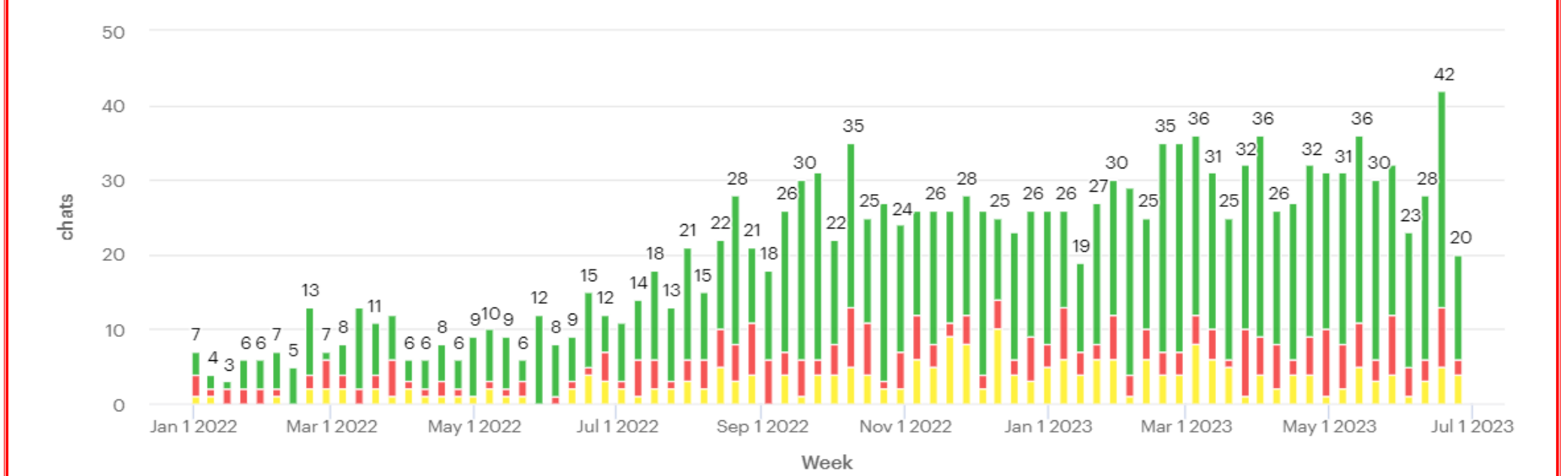
42 (18.5%)

	Often True	Sometimes True	Never True
Trouble finding social support	0.9%	19.1%	80.0%
Trouble with housing stability	0.0%	2.7%	97.3%
Trouble paying for food and medications	3.6%	26.4%	70.0%
Worried food will run out	1.8%	15.3%	82.9%
Food bought did not last until able to get more	1.8%	13.5%	84.7%

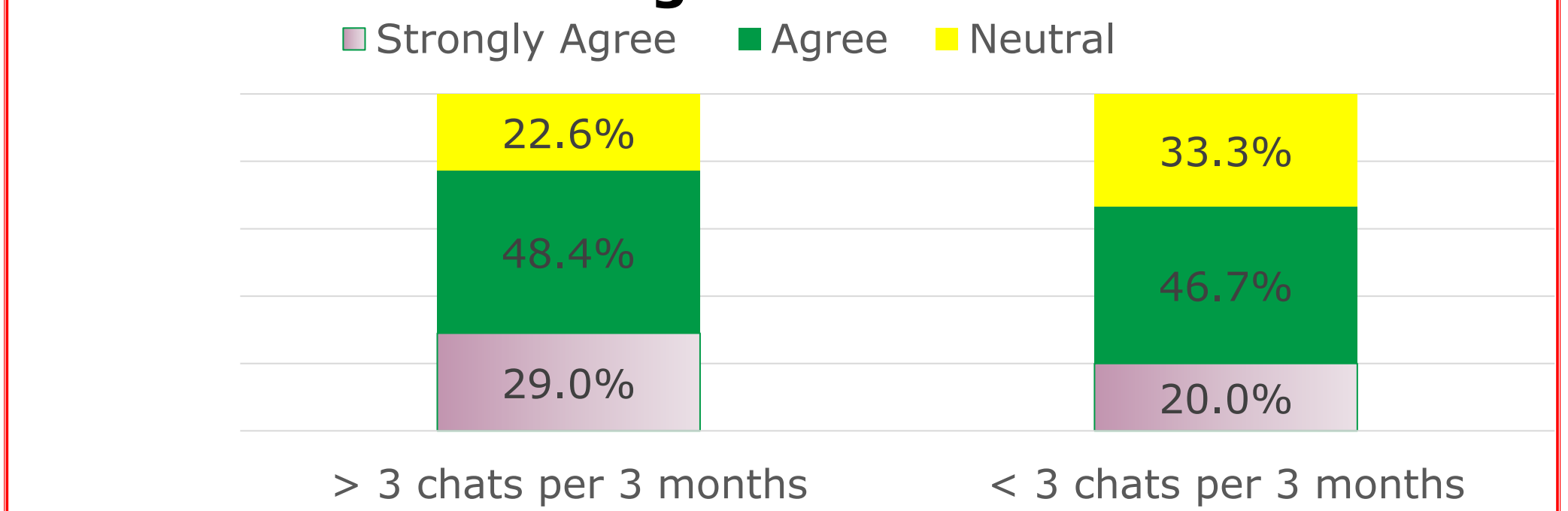
Results (continued)

Blood sugar management, Medication adherence and other diabetes self-care alerts

Green, Yellow, Red by Chat by Week

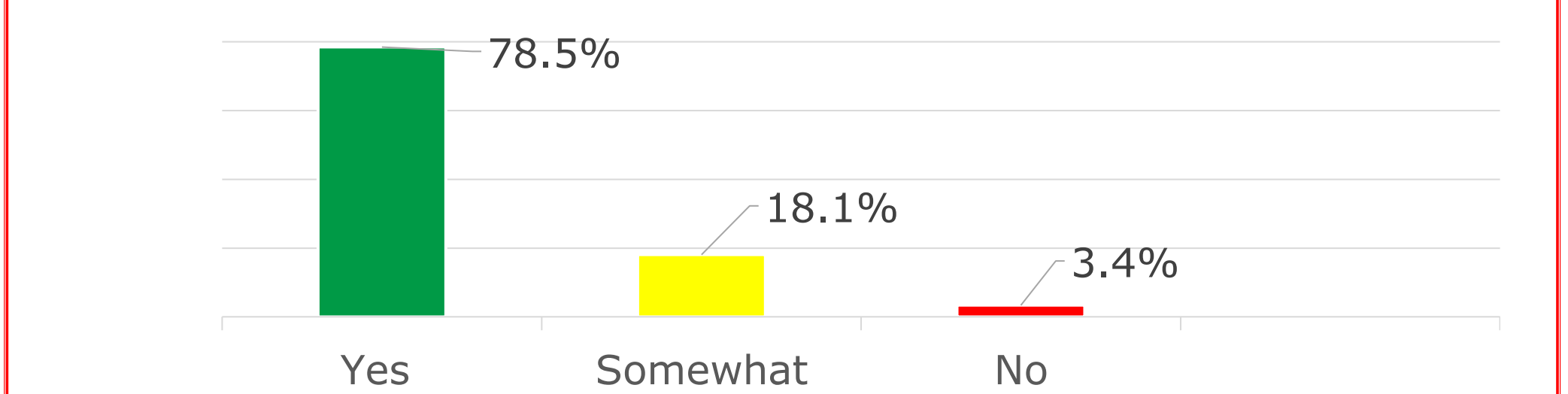


Diabetes self-management confidence



Chat experience

Are you satisfied with the chat experience?



Conclusion

The observation of the integration of a diabetes chatbot with diabetes self-management education, support and self-reported measures showed patient activation, self-management confidence and chat satisfaction. It also allowed clinical outreach based on self-reported escalations. Further research is needed to determine clinical significance of diabetes chatbot utilization.

Acknowledgments

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