

# Diabetes and Telehealth

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## Iowa Diabetes Summit

November 19, 2020



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# TelehealthResourceCenters.org



National TRCs:



# Telehealth Use to Support Patients with Diabetes

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- Used for many years...various methods
- Not one “solution” or technology
  - Interactive video technology
  - remote patient monitoring tools/devices
  - virtual/e-visits
  - phone

# Why/Which Telehealth?

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***Starting with the  
wrong questions...***

# TELEHEALTH



# What is the care issue you need to address?

## Identify your patients' or organization's needs and goals:

- Immediate (COVID-related? Seasonal?)
  - Reduce exposure
  - Maintain regular visits
- Longer-Term (from which perspective?)
  - Reduce re-hospitalization
  - Reduce overall cost of care
  - Improve resource (staff) use
- Improve upon care integration (PCP/Specialist)
  - On-going care management

***How will you know  
that you were  
successful?***

# Various Modalities Used to Support Patients

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- Video (traditional)
  - Patient Education Sessions - Registered Dietician
    - Group Sessions
    - Individual Counseling
  - Specialty Visits - Endocrinologist
- Remote Patient Monitoring
  - Data collection
  - Coaching/guidance
- Virtual Visits/eVisits (Phone)
  - As questions arise

# Various Modalities Used to Support Providers

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- Project ECHO
  - a tele-mentoring, educational opportunity
- Remote Patient Monitoring
  - Data collection / documentation
  - Enhances understanding of their patients' disease and challenges
- Virtual Visits/eVisits/Phone
  - increased communication opportunities

# Example: Nebraska Medicine

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# A few more details about this program...

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- Started off as a 3-year grant-supported project (2015)
- Patients with Type 2 Diabetes, following a hospitalization
- 955 participants, 3-month intervention
- Became integrated into their Patient-Centered Medical Home model
- Majority, younger than 65 (mean age=60, range=19-81)
- Involved daily uploading of HbA1c, weight, BP, plus weekly (minimum) phone calls from their assigned nurse coach
  - Additional calls made for urgent alerts resulting from the uploaded data
- Their Primary Care Providers not too engaged in the project, initially
  - Shifted as they saw results and impact to patients' overall health

# Project Findings/Results:

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- HbA1c -- Of the patients who had an HbA1c >9 at the the start of the program, 67% were  $\leq 9$  at the completion of the intervention
- Patient Activation -- Increased during the intervention
- Supports the “just in time” care approach -- meeting immediate clinical needs, prior to further deterioration of health

*(See Reference Slide)*

# Highlights:

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- NOTE: This was primarily a nurse-led program/intervention. Coaches created supportive relationships with their patients; they were “there” for these patients.
- Supports in-the-moment education opportunities and an improved understanding of the impact of daily choices on their diabetes. (Example)
- Took some of the pressure off the clinic staff; often these patients were needing frequent support and guidance

# OMADA Study - also conducted out of UNMC

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- Company-sponsored; randomized controlled trial
- Digital diabetes prevention program
- Patients with HbA1c values indicating prediabetes
- Participants reduced HbA1c by 23% (at 12 months), comparison group = 15%
- 58% (vs. 48%) reduced HbA1c to normal range at one year
- 48% (vs. 21%) achieved weight loss  $\geq 5\%$
- Included devices, coaching, and tailored education

# COVID-19 Brings Additional Considerations

- Certainly, an “at risk” population
- Reduce the exposure
- Home/School-based care options
  - Accessing care from where the patient is
- Support with telehealth, in various manners
  - Reduce missed/cancelled appointments
  - Virtual/e-Visits (including phone); Video visits
    - Also...use with patient portal
  - Patient Education/Preparation (supplies, etc)
  - Active support and observation of their monitoring

# Special Points/Considerations

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1. **Greater flexibilities currently in place - regulations (PHE)**
  - licensure
  - location of care
  - no differentiation between in-person and telehealth (mostly)
2. **Focus / Goals of these flexibilities:**
  - use limited resources wisely
  - reduce potential exposure - patient or provider
  - keeping people out of the clinic spaces for “regular” care
  - keep clinics functioning...and open
  - continue to support patients in the care they need...safely

## References:

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- Michaud, T, et al. “Remote Patient Monitoring and Clinical Outcomes for Postdischarge Patients with Type 2 Diabetes”. *Population Health Management*, Vol 21:5 (2018) DOI: 10.1089/pop.2017.0175
- Rosenfeld, J. “Benefits to Remote Patient Monitoring.” *Medical Economics*, Vol. 97: 15, Nov. 5, 2020

# gpTRAC.org



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A large hero image showing three women smiling. The woman in the foreground is wearing a white and black patterned cardigan and a large silver necklace. The woman in the middle is wearing a black and white patterned top. The woman on the right is wearing a purple top. The text "Helping You Make Telehealth Happen" is overlaid in white, sans-serif font.

# Helping You Make Telehealth Happen

[HOW WE CAN HELP >](#)

# Resources: TelehealthQuickStart.org



Telehealth Quick Start - gpTRAC

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A wide-angle landscape photograph showing a dirt road curving through a grassy field with scattered trees, leading towards rolling hills under a cloudy sky.

**COVID-19** is forcing rapid changes in healthcare. This guide, developed by gpTRAC, will help you get started quickly.

[Learn More About gpTRAC](#)



Great Plains Telehealth  
Resource & Assistance Center

[gpTRAC.org](http://gpTRAC.org)

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# Resources of Interest:

- Great Plains Telehealth Resource & Assistance Center (gpTRAC)
  - [www.gptrac.org](http://www.gptrac.org)
  - Telehealth Quick Start Guide - COVID Resources, Federal and States
- National Consortium of Telehealth Resource Centers (NCTRC)
  - [www.telehealthresourcecenters.org](http://www.telehealthresourcecenters.org)
  - Center for Connected Health Policy - 50 State Report
  - Telehealth Technology Assessment Resource Center
  - All 12 Regional Telehealth Resource Centers
- Telehealth: Health Care from the Safety of our Homes
  - [www.telehealth.hhs.gov/](http://www.telehealth.hhs.gov/)
- Health Information Technology
  - [www.ruralcenter.org/resource-library/health-information-technology](http://www.ruralcenter.org/resource-library/health-information-technology)
- Telehealth Use in Rural Healthcare - Topic Guide
  - [www.ruralhealthinfo.org/topics/telehealth](http://www.ruralhealthinfo.org/topics/telehealth)



# Telehealth Stories

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- gpTRAC is collecting stories to develop a library of anecdotal experiences with telehealth in our region.
- Do you have something to share?
- Do you know of a great story from your organization?
- ...from your community?
- ***BONUS:** if gpTRAC was helpful, in anyway, would love to know that too!*

# CONTACT INFO

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# Thank you!