



2020 LEAD Capstone Poster Session

Improving the availability of diabetes related data from CGM and insulin pumps ahead of the time of the visit.

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Abstract

- Covid-19 changed the dynamic of clinics around the country. With most clinics changing to telehealth, they faced a new challenge: how to obtain diabetes data which was done thru cables when the patient is not available in clinic anymore?
- This project helped enabled the UTSW endocrinology clinic to change the process to obtain the diabetes related data from insulin pumps and CGM from downloaded devices by using a physical cable to cloud base download. This project improved clinic flow, patient care, patient and provider satisfaction.



Objectives

- Improvement of availability of diabetes data from CGM (continuous glucose monitor) and insulin pumps in over 90% of patients ahead of the visits, after 6 months of project implementation.



Background Information

- Due to hurried implementation of telehealth visits due to Covid-19, our diabetes clinic was unprepared to obtain data from patients without diabetes without the physical presence of the patient and those devices which requires cables to download the data.
- As a results visits were done without availability of blood sugars in $> 70\%$ of patients, limiting the ability of the endocrinologist to make educated modifications of patient's diabetes regime.



Specific Aims

- Education of patients of the importance of having blood glucose data ahead of the visit
- Education of the staff on how to set patients devices using cloud based platform
- Transition current and new patients from cable downloads to cloud base downloads
- Pre-visit calls and obtain the data ahead of the visits



Project Plan

- Pre visit calls
- Identify patients who needs CMG and pumps downloads and flag them in the system
- Communicate with patients ahead of time, educate on the importance of BG data to be available ahead of the visit and properly set up their device so that data could be downloaded, as needed in real time for the upcoming visit and for future visits
- Download the data and attach to the chart before the visits



Application of What You Learned at LEAD

- Leaders listen to their team, delegate, empower and support their team members to be successful



Proposed Budget

- None needed



Innovation and Significance

- The conversion of cable based CGM and pump download to a cloud-based download drastically improves the flow of a diabetes clinic.



References

- Robin L Gal, Nathan J Cohen, Davida Kruger, Roy W Beck, Richard M Bergenstal, Peter Calhoun, Terra Cushman, Amanda Haban, Korey Hood, Mary L Johnson, Teresa McArthur, Beth A Olson, Ruth S Weinstock, Sean M Oser, Tamara K Oser, Brian Bugielski, Heidi Strayer, Grazia Aleppo, Diabetes Telehealth Solutions: Improving Self-Management Through Remote Initiation of Continuous Glucose Monitoring, *Journal of the Endocrine Society*, Volume 4, Issue 9, September 2020, bvaa076, <https://doi.org/10.1210/jendso/bvaa076>