



Adoption of New Devices & Technologies Among Patients & Providers

AADE18 PASSION INTO ACTION


Disclosure to Participants

- Donna Jornsay:
 - Speaker: Astra Zeneca
 - Advisory Board: Glooko
 - Consultant: BD
 - Stockholder: Medtronic
- Joe Solowiejczyk:
 - No conflicts to report


Donna Jornsay
MS, BSN, CPNP, CDE, BC-ADM
Diabetes Clinical Nurse Specialist
Pediatric Nurse Practitioner, Diabetes & Pregnancy Specialist, Clinical Program Development

Integrated Diabetes Services Program Manager
Mills-Peninsula Hospital/Sutter Health
Burlingame, CA



Adoption of New Devices & Technologies Among Patients & Providers

Donna Jornsay, MS, BSN, CPNP, CDE, BC-ADM
Joe Solowiejczyk, MSW, RN, CDE
Mills-Peninsula Medical Center
Burlingame, CA




Joe Solowiejczyk
RN MSW CDE
Author, Motivational/Public Speaker, Family Therapist Clinical Trainer & Supervisor, Community Outreach Program Developer


Diabetes Nurse Educator/Community Outreach Coordinator
Integrated Diabetes Services/Mills-Peninsula Hospital
Burlingame, CA



Do new Apps/Devices Actually Do Anything?

The verdict is out, with most sources stating that the area needs further investigation.*

*Bauer, V., (2018). The Diabetes Educator: 44, (2)



Common Barriers For Patients:

- Fear of "New"
- Feelings of Incompetence
- Information Overload
- Too busy
- Cost
- Access to On-Going Support

Tannenbaum, M. et al. *Diabetes Care, Online Publishing, 2016*

AADE18

Addressing Common Barriers for Providers:

- Fear of "New"
- Feelings of Incompetence
- Information Overload
- Too busy
- Cost
- Access to On-Going Support

Barriers to Patients = Barriers to Providers!!!

Nam, S. et al. (2011). *Diabetes Research and Clinical Practice*, 93(1): 1 – 9.

AADE18

Common Barriers for Providers:

- Fear of "New"
- Feelings of Incompetence
- Information Overload
- Too busy
- Cost
- Access to On-Going Support

Barriers to Patients = Barriers to Providers!!!

Klonoff, D. and Kerr, D. (2018). *Journal of Diabetes Science and Technology*, 12(1): 3-6.

AADE18

A Closer Look: PROVIDERS

1.) Fear of "New" & 2.) Feelings of Incompetence:

- Providers need to understand their fears of "new":
 - Carefully and thoroughly look at themselves, where they practice and how they practice.
 - Seek both information AND other resources (colleagues, industry reps, websites, educational opportunities like webinars and professional coaching & patient/user social media sites) to "de-stigmatize and demystify the "new".

AADE18

First Things First!

A provider who is comfortable with new devices & technologies is the best guarantee that a patient will be more likely to adopt new devices & technologies.

AADE18

A Closer Look: PROVIDERS

3.) Information Overload:

- *New is not necessarily More!* - Gain a thorough understanding of the relevance & nature of the "new" in how it relates to what you already know and how you already work with patients and their families!
 - It's NOT starting from the beginning all over again – usually more about transition and integration into what you already know and do.
- Assess practice & office resources:
 - Computers, practice support staff – roles and protocols.
- Schedule time aside to learn – it's within the scope of professional practice!

Hirsch, I. B., et al. (2008). *Diabetes technology & therapeutics*, 10(4): 232-246.

AADE18

A Closer Look: PROVIDERS

4.) Too Busy

- This goes back to integrating the time to learn *into your schedule* – it will take time & effort on your part.
- Set the therapeutic context up with **targeted brochures and posters** in your clinic/office that piques your patients' curiosity – that will get them to start the conversation and facilitate a true collaboration!
- **If you're too busy to learn new approaches and technology for care you might need to change jobs** ☹️

AADE18

A Closer Look: PATIENTS

Helping patients address & possibly overcome barriers to new devices & new technology will require you to:

- Know your patient well
- Feel comfortable and be relatively skilled at doing Motivational Interviewing
- Not making it an “either/or” experience for the patient BUT a collaborative exploration.

Gonder-Frederick, L., et al. American Psychologist 2016, 71(7): 577-589.

AADE18

A Closer Look: PROVIDERS

5.) Cost

- Make a realistic assessment of **staff time and equipment** – companies are happy to assist with software installation & staff training.
- **Staff facetime with patients** – learn it well enough to be able to integrate the conversation into your usual clinical approach & posture.
- Think about the clinical cost associated with NOT adopting!

Klonoff, D. C. (2013). Journal of diabetes science and technology, 7(3), 749-758.

AADE18

For Example:

- “When you think about your control and management, what do you think about”?
- “What are your short-term and long-term diabetes management goals”?
- “When you come to clinic, what things are you hoping to get from me/us”?
- “Would you be interested in just talking about this new device”?

Kuerbis, A. et al. Mental Health Addict Research 2017, 2:1-11.

AADE18

A Closer Look: PROVIDERS

6.) Access to On-Going Support

- There is no shortage of on-going support – web based, company reps, colleagues.
- Before starting out, identify sources of on-going support. Knowing what you have ahead of time will help you take the first step!

AADE18

Patient Example, con't.

– If “NO”, then:

- Ok, I appreciate your thoughts about that – could I ask you why you say “no” at this time?
- “Just know if you ever change your mind about this we can talk more at that point”.

– If “Yes”, then:

- Tell me what you know about this device.
- How would you feel about a device that could help bring down your A1c and give you better control?
- What would be the positives for you with getting the device?
- What would be the possible drawbacks for you of trying this new technology?

Kuerbis, A. et al. Mental Health Addict Research 2017, Vol.2:1-11.

AADE18

ROLE PLAY SCENARIO #1:

AADE18

Thank You!

AADE18

ROLE PLAY SCENARIO #2

AADE18

References:

- Bauer, V., *The Diabetes Educator*, 2018, 44 (3).
- Gonder-Frederick, L., et al, (2016). *American Psychologist*, 71(7): 577-589.
- Hirsch, I. B., et al. (2008). *Diabetes technology & therapeutics*, 10(4): 232-246.
- Klonoff, D. C. (2013). *Journal of diabetes science and technology*, 7(3), 749-758.
- Klonoff, D., Kerr, D., (2018). *Journal of Diabetes Science and Technology*, 12(1): 3-6.
- Kuerbis, A. et al, (2017). *Mental Health Addict Research*, 2:1-11.
- Nam, S, et al. (2011). *Diabetes Research and Clinical Practice*, 93(1): 1 - 9
- Tannenbaum, M. et al, *Diabetes Care, Online Publishing*, 2016

AADE18