

Supporting patient engagement with digital health



Patients at two diabetes clinics who reported low engagement with their diabetes management were set up with the mySugr® diabetes management app, connected to Accu-Chek® Care.

Challenges: before using integrated digital solutions

- › Some patients report not monitoring enough, and their blood glucose levels show they are not getting readings-in-range a large proportion of the time
- › Making clinical interventions using self-reported blood glucose readings remotely is sub-optimal
- › HCPs at these clinics observed that self-reported blood glucose readings don't always align with HbA1c results, this can make intervention plans challenging
- › Patients can forget to bring blood glucose readings to appointments, the HCP is then unable to make any treatment adjustments

Results: after using integrated digital solutions

- › HCPs at these two clinics reported that patients were becoming more engaged with access to their own data
- › HCPs can trust the data that is being shared and can make clinical interventions based on the data
- › With live blood glucose data on Accu-Chek Care, HCPs can see when intervention is needed between appointments:
 - » Appropriate treatment adjustments can be made in a timely manner

“For people with type 2 diabetes the app is good because they can see their time in target improving. I have patients who are testing more often and becoming more engaged because they have the app and they can see their results.”

Diabetes Specialist Service Team Lead



What is the mySugr app?

- › A diabetes management app made for people with diabetes by people with diabetes
- › Enables easy logging of blood glucose, meals, activity, insulin, and much more
- › Automatically syncs blood glucose readings from connected Accu-Chek meters
- › Patients can share their diabetes data with mySugr reports or seamlessly to Accu-Chek Care

A real-world data analysis showed significant improvement in glycaemic management when using a blood glucose monitor connected to the mySugr* app in UK users with type 2 diabetes.¹

- › After 4 months of using the mySugr app and a connected blood glucose meter a statistically significant reduction in estimated HbA1c was observed
- › The percentage of blood glucose measurements in range also significantly increased during this time

In a recent survey of people with type 2 diabetes, three quarters (76%) of respondents said they would be very or somewhat **comfortable with their diabetes team receiving live results from their blood glucose meters.**²

Patient example 1:

Patient increases engagement with their own self-management, resulting in their readings being 100% in range

Clare's story

Clare was referred to the diabetes specialist clinic, with an HbA1c of 102 mmol/mol. Clare hadn't been engaging with her diabetes care and admits she had been "in denial" with her diabetes management for about twenty years. She hadn't tried using a health management app before and she very rarely checked her blood glucose.

- › Clare was set up with the Accu-Chek Instant meter and the mySugr app, she found the app helped her to become interested in her blood glucose readings
- › She is now monitoring twice a day. She finds being able to see her own data in the app helps to motivate her
- › Clare now feels she can make a difference to her diabetes management
- › Clare's HbA1c is now the lowest it's ever been in her life, at 44 mmol/mol
- › Clare was discharged from the diabetes specialist service after six months
- › Even though she's left the service her confidence is boosted because she has the mySugr app
- › Previously she had no idea what her HbA1c would be, and had to wait three months between each blood test to find out
- › She feels the insight given by having data to hand means that users of the app are "in the know, you're the first one to know what your sugar levels are and what you can do to compensate"

"It gives me a goal to strive for, when I get a good blood glucose result I think to myself, that's another good HbA1c I'm going to get."

"Clare has gone from being in denial to embracing her health, it's opened up a whole new world to her. She is in control of her own self-monitoring and her diabetes care."
Clare's husband

Patient example 2:

Patient finds data sharing with the mySugr app motivational, begins monitoring more frequently

Leslie's story

When Leslie's blood glucose levels started to rise he was referred to the diabetes specialist service in Sunderland. Until then, he had been using a paper diary to record his blood glucose readings but admitted he was monitoring infrequently. The diabetes specialist nurse who saw Leslie at the clinic set up the mySugr app on his phone, which he used alongside the Accu-Chek Instant meter.

- › Leslie found this way of recording his blood glucose results "more accurate and a more sensible way of doing it", and he found it incredibly useful to have the nurse help set up the app for him
- › Leslie now checks between two and five times a day
- › Leslie hadn't used a health app prior to using mySugr, but he now regularly reviews his data
- › He also values being able to see his estimated HbA1c directly on the mySugr app

"I now feel more confident in receiving my HbA1c result, without the technology I felt alone but now for the past six months I've felt connected and like I have the help and support I need. It fills me full of confidence that my healthcare team can see what's happening on a daily and weekly basis with my blood glucose."

"There was a time I would go for weeks without testing, I know I wasn't testing as I should have but I found the advice on testing for people with type two diabetes confusing and inconsistent. I'm now far more conscious that I need to be doing it."

"I think mySugr is an absolutely fantastic app, I get a certain sense of enjoyment out of it, and I'm even more engaged now than I was on the first day I got the app."

Please note: Users must be at least 18 years old to register for the Accu-Chek Account. See manual for intended use. Accu-Chek Care formerly known as RocheDiabetes Care Platform.

Quotations sourced from recorded interviews as part of consultancy agreements with Roche Diabetes Care Limited in 2022 | References: 1. Ide C, Mayor R, Ruch B. Real World Data Analysis shows a significant improvement on glycemic management when using a blood glucose monitor connected with a mobile health application in UK users with type 2 diabetes. Diabetes UK Professional Conference 2023 poster session: 26-28 April, Liverpool, UK. 2. Type 2 diabetes care in England after the COVID-19 pandemic: Analysis of a survey of 1,000 people with type 2 diabetes. Survey conducted by Roche Diabetes Care. March 2021. | Abbreviations: GP, general practitioner; HbA1c, glycated haemoglobin; HCP, healthcare professional.

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