

My Diabetes My Way: an Electronic Personal Health Record for Diabetes



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Description: Diabetes prevalence is rapidly increasing globally and effective interventions are required to mitigate the associated spiralling health service costs. My Diabetes My Way (MDMW) is the NHS Scotland interactive website and mobile app for people with diabetes and their carers, with over 45,000 registrants. It contains multimedia resources aimed at supporting improvements in diabetes education and offers clinical records access via an electronic personal health record. The aim of the service is to support improvements in diabetes self-management, enhance communications between patients, carers and the healthcare team and to support shared decision-making.

Aims & Objectives

Supporting people to live more independently and to manage their own care at home is a key focus of the Digital Health and Care Strategy. My Diabetes My Way supports this objective by providing people with diabetes access to routinely collected results and assessment data to support their own education, self-management and help them live more independently with the knowledge and information they need to support themselves. The service allows people to take control of their diabetes, communicate better with their care providers and genuinely puts people at the centre of their care.

Methods

MDMW hosts over 200 multimedia information resources and offers all ~300,000 people with diabetes in Scotland access to their clinical records via an electronic personal health record. This record sources data from NHS systems including primary care, secondary care, specialist screening services and laboratories. Information is available to explain results and educational materials are tailored to those using the service. Graphs and tables allow individuals to track changes over time and patients can add goals, home-recorded information or automatically upload blood glucose results to share with their healthcare teams. The service offers secure messaging with secondary care diabetes services, further enhancing communications.

Results

Results from an online survey of over 1,000 active users reports that MDMW:

- 92.1% - contains all expected features
- 87% - acts as a reminder of information discussed at consultations
- 89.6% - makes better use of consultation time; 89.1% - was easy to use
- 85.2% - users don't need to phone doctor for results
- 94.2% - information helped users to understand their results better
- 93.7% - helped find information tailored to own diabetes
- 95.9% - graphs helped monitor changes over time
- 88.2% - helped manage diabetes better
- 90.3% - improved knowledge; 89.3% - improved motivation
- 89.8% - system helps patients to set their own goals

Active users show a reduction in HbA1c within one year, with patients with type 2 diabetes not treated with insulin showing most significant and sustained changes. A return on investment of at least 6:1 has been shown using the UKPDS outcomes model.

Conclusions

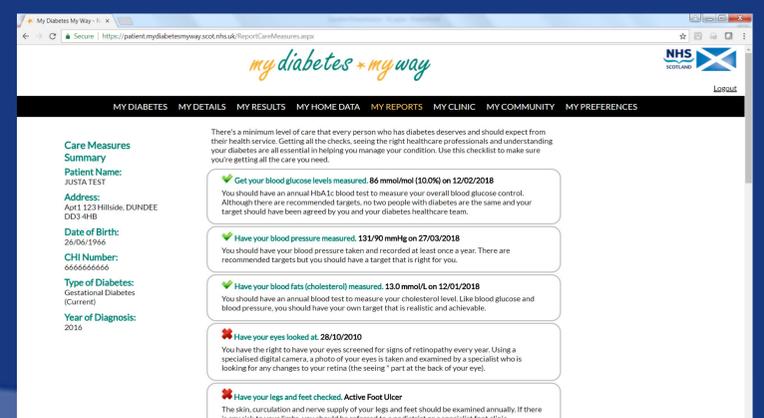
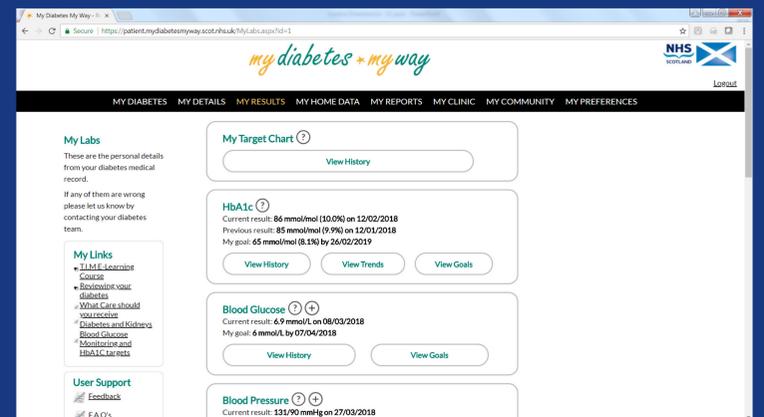
MDMW is an effective low-cost population-based self-management intervention. Patients report enhanced knowledge and understanding of diabetes and motivation to make positive changes following MDMW use. The service is acknowledged as a key resource to help achieve strategic aims for the diabetes population in Scotland. We are actively pursuing opportunities to extend the service into other parts of the UK health service and overseas.

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Users demonstrate statistically significant Improvements in HbA1c when compared to a matched cohort of non-users