



Using Information Communication Technology to better support clients with diabetes

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Aim

To investigate the potential for use of Information Communication Technology methods to support clients with diabetes

Methods

Client and staff questionnaires were developed to explore current and future ICT use for diabetes management. The staff questionnaire was distributed to all relevant staff (n=14) and completed surveys were returned via internal mail (n=12), whilst client questionnaires were completed using face-to-face interviews (n=22). The data was analysed using thematic analysis to explore ICT usage and identify potential ICT sources for implementation within the service.

Results

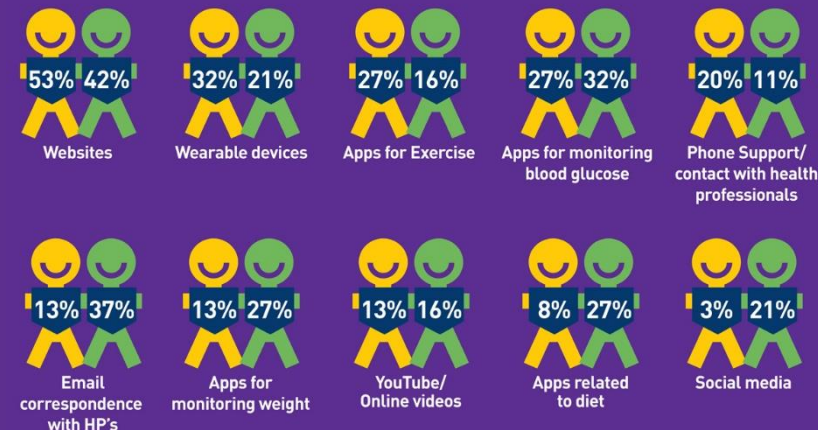
Staff (100%) and clients (86%) identified ICT as useful in diabetes management. Data on what diabetes information clients wanted as well as ICT use was collected (see diagrams).

Barriers reported by clients to ICT use included a lack of: familiarity or confidence with ICT use, awareness of availability of ICT for diabetes management, and awareness of where to find credible information. Almost half (45%) clients identified ICT as being most beneficial 'between appointments/as needed' within their client journey.

Information related to diabetes wanted by clients



ICT currently used and wanted by clients



CURRENTLY USING % INTEREST IN FUTURE USE %

Significance of the findings to allied health

There is significant potential for ICT to be used to provide much needed support to clients in chronic disease management, in particular when scheduled services are not normally available.

References

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