A Framework for Optimizing Technology-Enabled Diabetes and Cardiometabolic Care and Education: The Role of the Diabetes Care and Education Specialist*
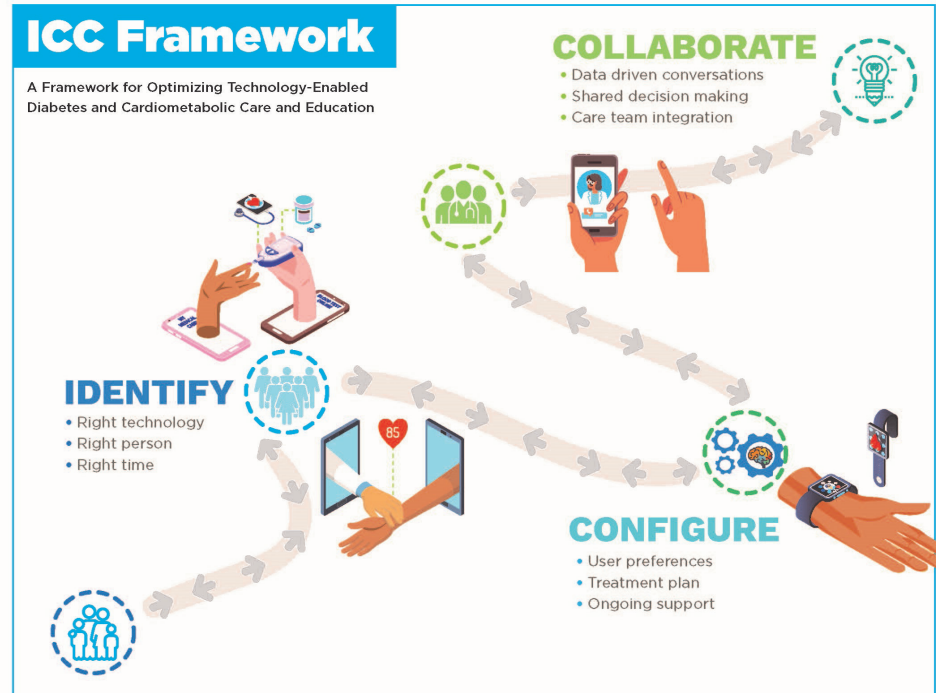
PURPOSE ⚙

Present a framework for optimizing technology-enabled diabetes and cardiometabolic care and education using a standardized approach

Leverage the expertise of the diabetes care and education specialist, the multiplicity of technologies, and integration with the care team

GOALS ◎

An overwhelming majority of self-management decisions occurs outside of the health care setting, and technology can be utilized to improve access, augment care between clinic visits, and prevent or reduce therapeutic inertia.

1 People with diabetes are offered access to technology-enabled care and education based on assessed needs, goals, preferences, and resources.

2 Technology-enabled solutions support quality care and education by improving health outcomes, quality of life, and satisfaction among people with diabetes (PWD) and healthcare professionals.

3 Technology-enabled care facilitates efficient and actionable use of patient-generated health data (PGHD) to support clinical and self-management decisions and care team collaboration.

4 Technology enables diabetes care and education specialists to utilize PGHD for effective population health management.

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PRINCIPLES ⚖

Diabetes care and education specialists:

- Interface and advocate with relevant individuals, departments, and systems (ie, regulatory, compliance, security, contracts, payers) to identify and integrate appropriate technology into practice

- Define training, workflow, and data-integration needs for the use of technology to support each member of the care team with minimal impact

- Utilize a shared decision-making approach regarding technology choices and treatment goals for individuals

- Interpret PGHD on individual and population levels and collaborate with PWD and the care team for treatment plan changes as needed

- Provide evidence-based principles and real-world experience into the development of technology

CONCLUSION

The Identify-Configure-Collaborate (ICC) framework guides the diabetes care and education specialist to implement and optimize technology-enabled services in a standardized way. The diabetes care and education specialist is positioned to advocate for technology integration, adoption, and use of the ICC framework in practice, within organizations, and for populations.