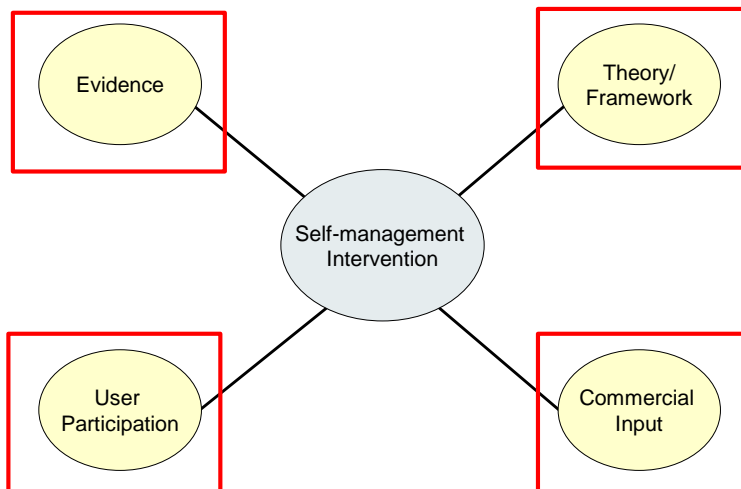


## Integrating theory, qualitative data and participatory design to develop HeLP-Diabetes: an internet self-management intervention for people with type 2 diabetes.

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Elizabeth Murray**

e-health unit, Primary Care & Population Health, University College London  
**ISRII Conference May 2013**

## Developing an internet based self-management intervention for people with type 2 diabetes



## Overview of the session

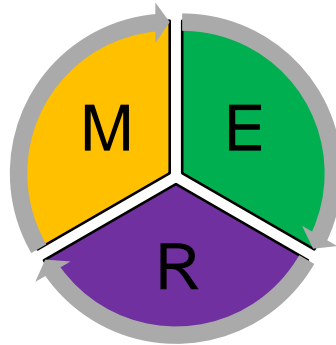
- Introduction – KP
- Managing a long-term condition – CD and JR
- A modular approach – JR
- Technical specifications and conclusions - KP

## Type 2 Diabetes

- High prevalence: estimates of around 350 million people worldwide
- Significant impact on longevity and quality of life
- Complications = CVD, CKD, blindness, neuropathy
- Impact reduced by good care and self-management
- Urgent need to improve self-management skills

## Management of a long term condition

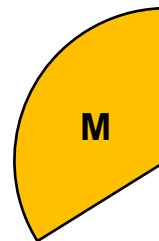
- Medical Management
  - Taking medicines, working with HP, adopting healthy behaviours
- Emotional Management
  - Guilt, anger, shame, stigma, despair, anxiety
- Role Management
  - Disruption of biographical narrative



Corbin and Strauss: Unending Work and Care. 1988

## Medical Management

- Information – necessary but not sufficient
- Behaviour change:
  - Smoking cessation
  - Healthy Eating
  - Physical Activity
  - Taking medicines
  - Drinking alcohol in moderation
- Working with health professionals
  - Shared record, access controlled by patient
  - Information flow between EMR and SMP



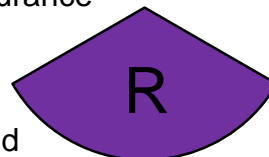
## Emotional Management

- cCBT
  - Depression; Anxiety; Hope; Anger
- Journaling
- Mindfulness
- Social support
  - Personal stories; Moderated forum
- Information provision
  - Style, content, navigation, presentation



## Role Management

- Information
  - Acknowledge the problem
  - Focus on relationships (family and friends) and work
  - Practical hints and tips, e.g. travel, insurance
- Personal stories
  - How other people felt and what they did



## Modular Approach: Beg, Borrow and Buy

- Behaviours:
  - Stop Advisor; POWER; Down Your Drink;
- Emotions:
  - Living Life to the Full (cCBT: Hope, anger, sadness, guilt, worry, happiness)
- Social Support:
  - Health Talk Online

## Dream solution or nightmare scenario?

### Open Source Framework

- LAMP stack (Linux, Apache HTTP server, MySQL, PHP)
- CMS Joomla 2.5

### Multiple servers for different interventions

- iFrames to host sites within a site
- Lifeguide, Living life to the Full

### Integrating with Electronic Medical Records

- XML based 3<sup>rd</sup> part solutions
- e.g. PAERS for EMIS Web

### Multi-channel delivery

- SMS/email interaction easy to set up
- Content browse-able but not optimized for mobile devices yet

## The Balancing Act



Participatory design

Focus groups with patients

Focus groups with health professionals

Literature and best practice guidelines

### Diabetes self management programme

As part of a research project, the content of this website is currently available only to invited participants. Even small changes in what you do can make a big difference to your health if you work them in to your daily life. The choices you make have a much bigger effect on your type 2 diabetes than what your healthcare team does. Studies have shown that people who know more about diabetes develop fewer complications and have better control of their blood glucose levels.



**Getting started**

**Planning changes**

**Staying on track**

To understand and self-manage type 2 diabetes, start here.

**Newly diagnosed?**

- [Quick guides](#)
- [Common diabetes questions](#)
- [Treating type 2 diabetes](#)
- [Food](#)
- [Lifestyle changes](#)
- [Will diabetes affect my work?](#)
- [How will the NHS help me?](#)

**How to be healthier**

- [Looking after yourself](#)
- [Physical activity](#)

**Self management**

What can I do to stay healthy?

**How the NHS can help**  
What care and health checks to expect.

**Easy exercises**

How to increase my energy

Search...

## Conclusions

- People with long term conditions have complex, evolving needs
- Developing an entire self-management programme for each condition is a lot of work
- Corbin and Strauss model defines the scope of the challenge
- Specific solutions targeted at required behaviour change or emotional support
- Modular approach allows re-use / re-skinning of existing programmes
- Could be a template for other LTC.

**Thank you**  
**Any questions?**

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