

Going Virtual with Diabetes Education – Barriers and Facilitators

The Going Virtual with Diabetes Education webinar on June 3, 2020 brought people supporting diabetes education together to share experiences, learnings, and successes of rapidly moving into a virtual environment to provide diabetes education and care to clients and families. Participants were asked to share what barriers and facilitators they have experience on their journey to virtual care.

BARRIERS

- Patients have no computer
- Patient technology knowledge
- Video technology on client side
- Hard to teach glucometer use
- Less personal
- Rural bandwidth
- No being able to see the client
- Time
- Internet issues
- Patient lacking in tech know-how
- Language barriers
- People with hearing issues
- Early on not a lot of support.... but it is coming
- Difficulty gaining full info form from clients
- Lack of access to technology for clients
- Knowledge lack for tech
- People not being familiar with technology, or not having it
- Internet access
- Privacy considerations
- Patients not in a good environment for calls (i.e. on transit)
- Patients not being comfortable with Zoom or technology
- Technical issues
- Vague information provided about medications and blood sugars

FACILITATORS

- Manager support for extra time to prep
- Patient acceptance
- Technology
- Meeting clients at their homes
- Having tools such as Zoom available early
- Shared experiences
- Shared tools
- HA purchasing Zoom
- Flexibility of people
- Clients using technology such as uploading YouTube videos
- Other tech for sharing info
- Convenience, patient interest
- Diabetes Canada has webinars for new T2
- Our IT dept; our booking clerk
- Diabetes Canada handouts emailed
- Uploading blood glucose data so helpful
- Lack of privacy
- On the Road resource!
- Less “No Shows” with virtual care