

CSR IMPACT STUDY 2021

# Mediq DiaCare



PATIENT EMPOWERMENT AND WELL-BEING

# Meeting tomorrow's healthcare needs with DiaCare

**At Mediq, we are shaping a better and healthier world by developing healthcare solutions that can be incorporated into patients' everyday lives.**

Our Mediq service DiaCare to diabetes patients and their healthcare providers, strengthens outpatient diabetes care by connecting people, technology, and data. The program enables the integration of digital education and diabetes management within the treatment process. This information becomes available for the patient and the healthcare professional to optimize self-management and help care providers meet the Quadruple Aim: Improved patient experience, better health outcomes, more satisfied staff experience, and lower cost of care.

This study aims to underpin our value-based healthcare journey and our strategic Corporate Social Responsibility goals of health system strengthening and patient empowerment & well-being.



# DiaCare function highlights

## Blood glucose charts

Glucose measurements are synchronized to the DiaCare app and displayed in clear graphs. Patients can immediately see if their readings are within their target range and how their glucose levels are developing, for instance if measurements of blood glucose are in range. Healthcare professionals can also view the measurement values remotely and provide patients with instant assistance.

## Consult preparation

Before their appointment patients receive a request to fill in a questionnaire in the DiaCare app. The questionnaire comes in three versions: short, standard, and extended.

In the shortlist, patients can quickly indicate what they want to discuss with their healthcare professional during the consultation. If they choose the longer option, they will be guided to answer more questions regarding their health status.

Once patients have sent the questionnaire, their diabetes nurse will review their answers and their blood glucose values if possible. Patients will then receive a message on their app stating whether the appointment will take place, can take place by video call, or can be canceled.

## Educational modules & Knowledge tests

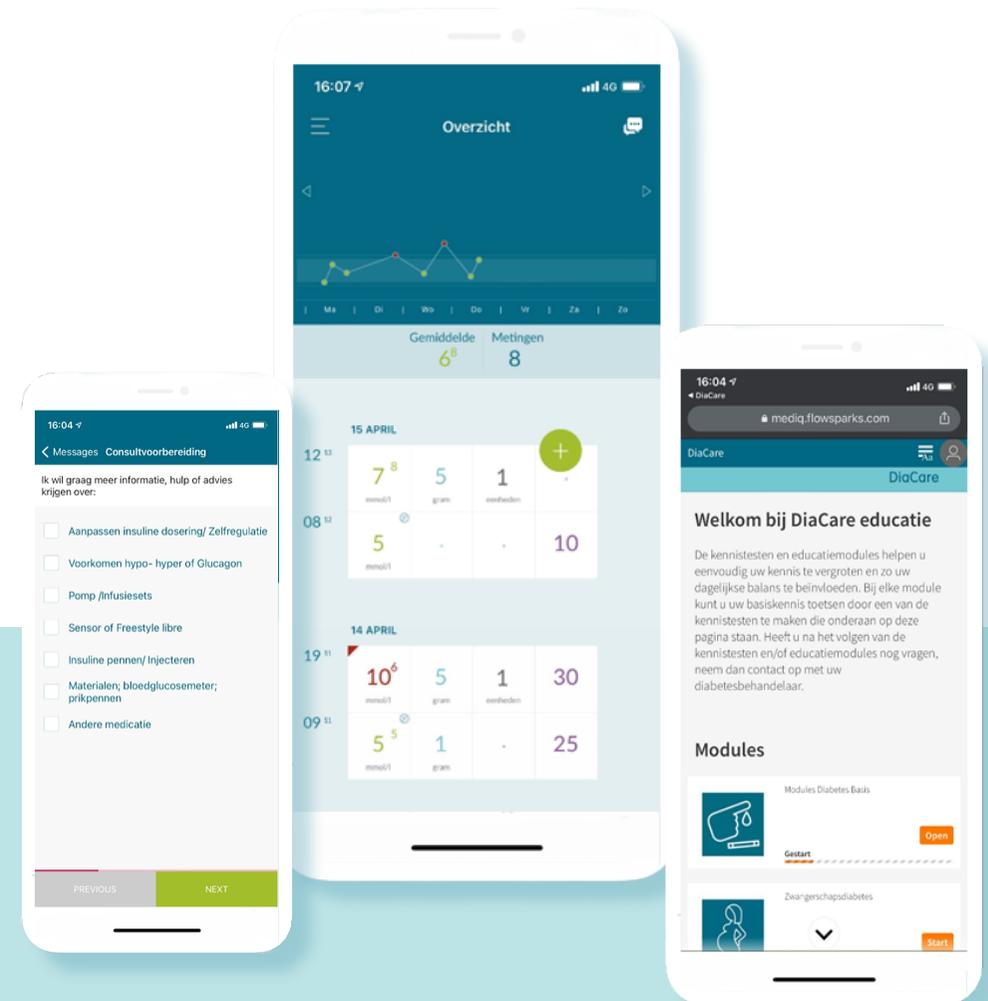
Patients can also use e-learning modules to supplement their knowledge on subjects such as nutrition, self-regulation, sports and exercise.

### Educational modules

- Diabetes basis
- Self-regulation
- Carbohydrates
- Bolus calculator
- Nutrition
- Sport and movement
- Insulin pump therapy
- Gestational diabetes

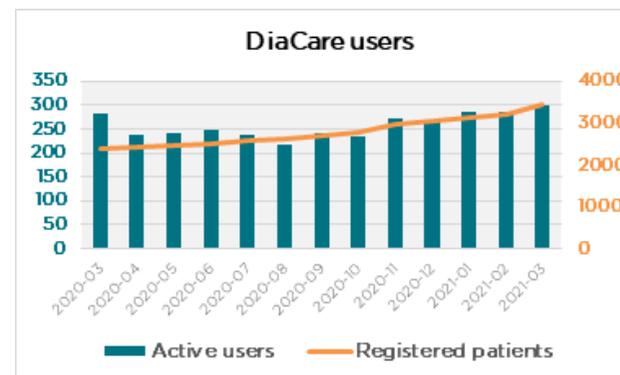
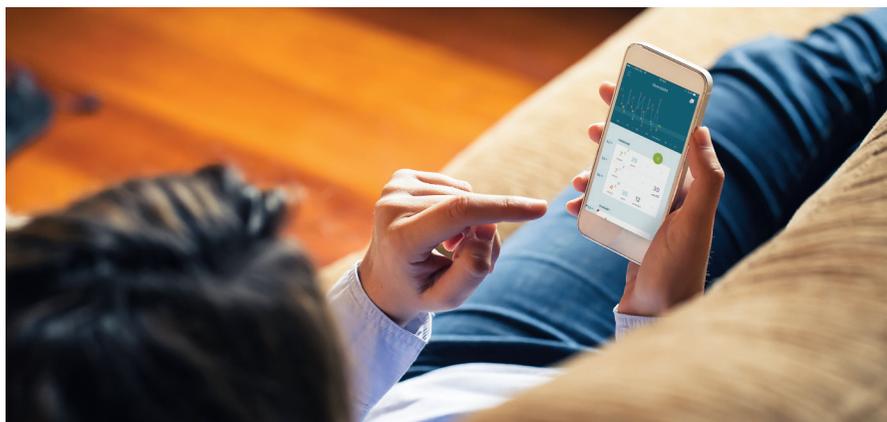
### Knowledge test

- Diabetes basis
- Self-regulation
- Insulin pump therapy
- Nutrition
- Sport and movement

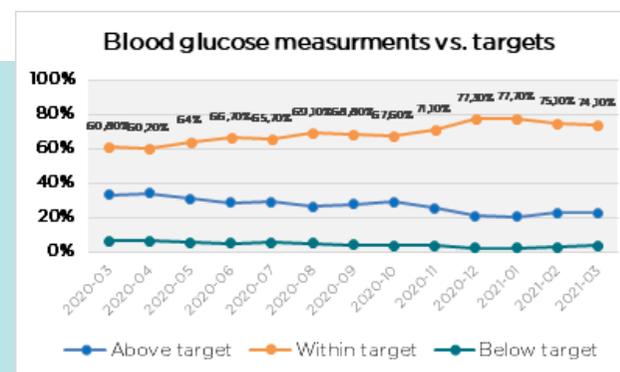


# DiaCare accomplishments: evidence-based value facts

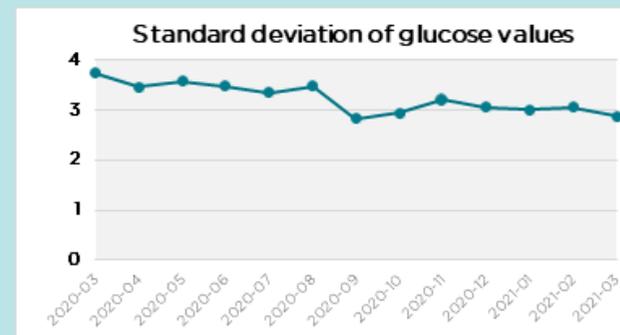
DiaCare was introduced in the Netherlands in 2017. Since then, 39 healthcare institutions became involved in the program with around 3400 registered diabetes patients and 260 active users per month. Approximately 75% of our current users report their blood glucose levels within their target range. Furthermore, the data as presented in figure 2 indicates a decreasing standard deviation which indicates on average our users have less fluctuations in their blood glucose values. DiaCare complies with the objective to both improve patients' quality of life and to make the care process more efficient and effective at the same time.



**Figure 1.** The number of DiaCare registered patients and current active users from March 2020 to March 2021.



**Figure 2.** The standard deviation of blood glucose values of users each month from March 2020 to March 2021.



**Figure 3.** The percentage of DiaCare current users blood glucose measurements within targets which are set by healthcare professionals respectively.

## QUADRUPLE AIM

# Achieve quadruple aim: better quality of life, better treatment outcomes and efficiency

Mediq as a healthcare company works towards SDG 3 “Ensure healthy lives and promote well-being for all at all ages”, and addresses all four of the Quadruple Aim dimensions “simultaneously delivering excellent quality of care, at optimized costs, while improving the health of the population as well as of improving the work-life of health care providers”.

In the result of our patient and healthcare professional survey, 78% of our current users claimed that DiaCare helps them better control their diabetes. With the function of consult preparation, unnecessary appointments can be canceled and extra time can be saved for our patients and healthcare professionals. Because of the consult preparation, once the appointment is canceled, on average; 60 minutes will be saved for patients on travel and waiting time, and 30 minutes will be saved for healthcare professionals on pre and post-work administration.

On the user experience, over 80% of our current patients agree that DiaCare adds value to their treatments and 75% consider DiaCare user-friendly. It's easy for most patients to download the app, connect to the blood glucose meters and operate on the app interface. In addition, our patients evaluated DiaCare Net Promoter Score 32.6, which demonstrates that most of our users would recommend DiaCare to their family and friends with diabetes. 87.5% of healthcare professionals acknowledged that DiaCare provides them with up-to-date insight into patients' diabetes management and helps them assist patients faster. Furthermore, 62.5% of them consider DiaCare adds value to their work.

## DiaCare Key Performance Indicators based on quadruple aim

75% of patients' blood glucose level are within targets

78% of users have better control of diabetes

32.6 NPS score

75% of users consider DiaCare user-friendly

83% of users feel DiaCare adds value to their treatment

Saved time on average if there is a cancelation of an appointment from consult preparation:

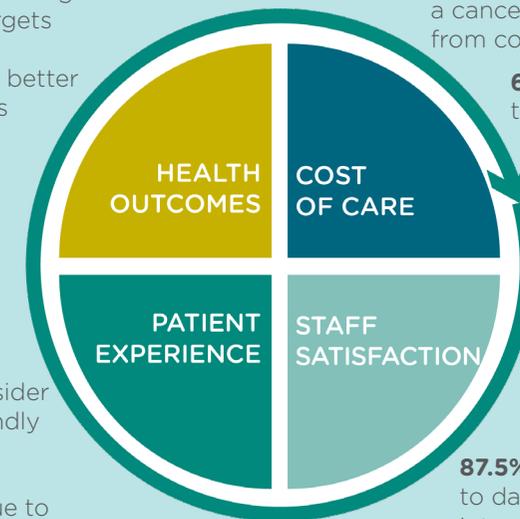
60 minutes for patients on travel and waiting time<sup>1</sup>

31 minutes for healthcare professionals on pre and post-work administration<sup>1</sup>

50% of healthcare professionals consider DiaCare user-friendly

87.5% agree DiaCare provides up to date notifications for needed interventions

62.5% of healthcare professionals consider DiaCare adds value to their work



1. Due to limited data availability, the statistically valid claims on the efficiency cannot be drawn at this moment  
2. Survey has received 55 valid responses: 13.3% patient response rate and 19% Healthcare prof. response rate

# Qualitative feedback keeps improving to provide better service facts

## Bela Pagrach

Diabetes nurse, Stichting Artsenlaboratorium & Trombosedienst

"DiaCare gives me insight into the actual glucose values as measured and in real-time. I can now immediately review what I have agreed upon with my patients; this includes at what moments measurements are taken. Because of the shared data in the app, I can get a better view on the complete measurements and effects it has. It's in particular the graph which helps me to quickly gain insight.

Before, I had to assume that what patients told me was correct, but now with DiaCare, I can actually see it for myself.

With DiaCare, I no longer have to e-mail patients to inquire how they are doing. At any time I need it, I can view the most recent data without being dependent on a patient having to share them with me."



## Anonymous

Diabetes nurse, Academic hospital

"When we used to work with paper diaries, it was hard to get an overview of glucose values. In contrast, DiaCare gives me this overview at one glance. I like that, we now have an easy and consistent way of looking at glucose values which includes all daily curves; all in one spot. Color markings in the graphs help me quickly gain insights on patients' regulation.

This is the future; it saves travelling to the hospital for a visit."

## Anonymous

Diabetes nurse, Tjongerschans

"After the initial connection of the blood glucose meter, I get an overview of all values and can give feedback to a patient easily. I no longer have to figure out and type what to inject before and after meals.

My patients also use the comment field to ask questions or give comments. It makes my patients' life easier since they no longer have to write down their values. Also, I know that the values I see are reliable and complete."

## Kim de Beer

Diabetes patient, Stichting Artsenlaboratorium & Trombosedienst

"To be honest, I was surprised with the ease of use of DiaCare. I used to have a paper diary, but it's much easier with the app. I really like that it is an app, since I always carry my phone. I also like the colored graphs that indicate how well things go.

As soon as I see an orange value, it triggers me to find out what is happening. I use the app to track my food patterns, and that helps me to easily find the link between my carb intake and high glucose values.

The app helps to keep me focused and it gives me peace of mind to see I'm doing well. It works great for me that Bela - my healthcare professional - can see my blood glucose values instantly and that we can be in touch when needed."