

# What are the most valued patient outcomes regarding medical care for French patients with type 1 diabetes?

## Results from an online patient community (carecity.com)

Debroucker Frédérique<sup>1</sup>, Delporte Laura<sup>1</sup>, Ullmann Eugénie<sup>2</sup>

<sup>1</sup>Medtronic, 92100 Boulogne-Billancourt, France

<sup>2</sup>Carecity, 75008 Paris, France

Poster PDB123

### BACKGROUND AND OBJECTIVES

#### Background

- In 2015, there was approximately 370 000 type 1 diabetic patients in France.<sup>1</sup>
- The ageing population and financial constraints have put a great strain on the French healthcare system. Value-based healthcare (VBHC) is emerging as a possible solution to build a more efficient healthcare system.

#### Objectives

- To define and rank the most valued outcomes in medical care for patients affected by type 1 diabetes (T1D).
- To better understand patients' expectations for healthcare organizations and patient support services.

### METHODS

#### Carecity platform

- CARECITY is an international online patient community devoted to people with chronic diseases. It allows patients and caregivers to share their experiences, to access medical information and to participate in online surveys, generating real-world patient insights.

#### Study design

- The online survey submitted to CARECITY's members has previously been set up by CARECITY.
- The questionnaire has been approved by one patient with type 1 diabetes.
- This cross-sectional study was conducted from January to February 2018. French adult patients affected by T1D and registered on Carecity website were invited to respond to an online confidential survey of 37 questions about type 1 diabetes.
- A matrix was created to explain the most important expectations and least satisfactory aspects of medical care for patients affected by type 1 diabetes:

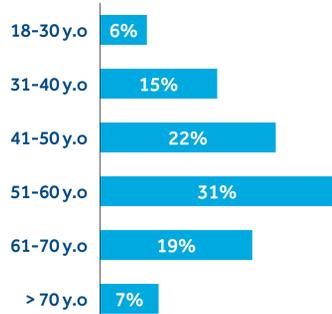
- Priority 1:** low satisfaction and high importance criteria
- Priority 2:** low satisfaction and low importance criteria
- Priority 3:** high satisfaction and high importance criteria
- Priority 4:** high satisfaction and low importance criteria

### RESULTS

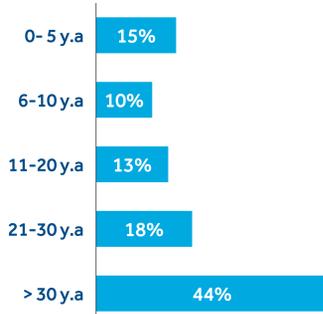
#### 1/ RESPONDENTS' PROFILE (N=67)

♀ 73% ♂ 27%

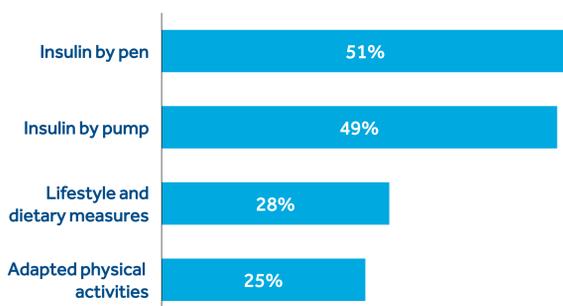
AGE *Mean: 51.6 years old*  
*IC95% = [48.5-54.7]*



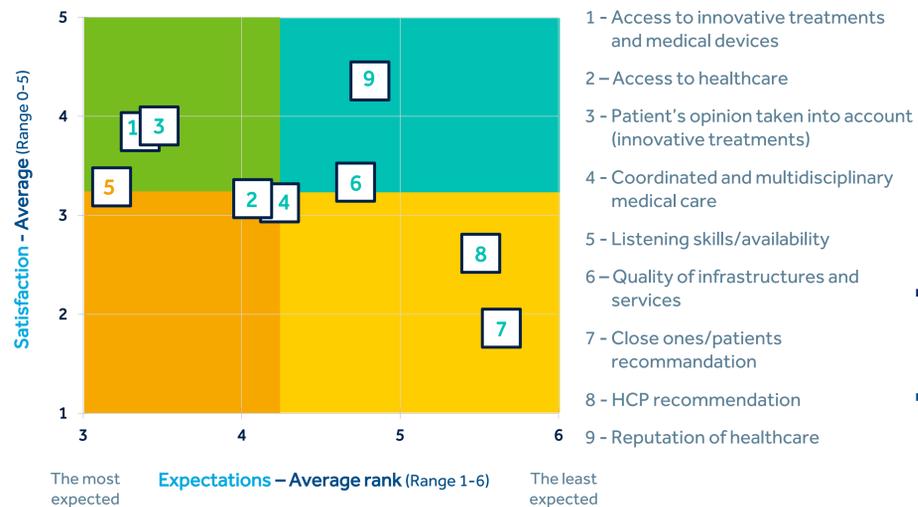
DATE OF DIAGNOSIS *Mean: 26.5 years ago*  
*IQ95% = [22.7-30.4]*



#### TREATMENTS



#### 2/ SATISFACTION AND PATIENTS' EXPECTATIONS WITH MEDICAL CARE



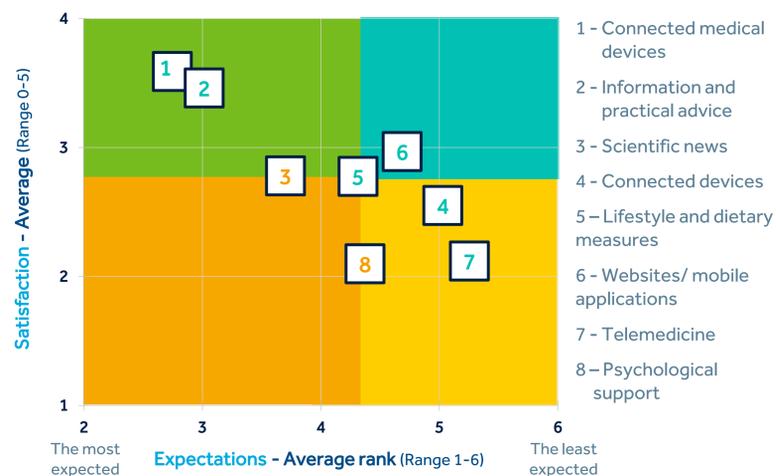
**THE MOST EXPECTED ELEMENT IS:**

**5**

**LISTENING SKILLS AND AVAILABILITY**

- 42% of patients were involved in therapeutic patient education (TPE).
- About 50% of them are satisfied with TPE (mark higher than or equal to 4/5; mean: 3.4/5).

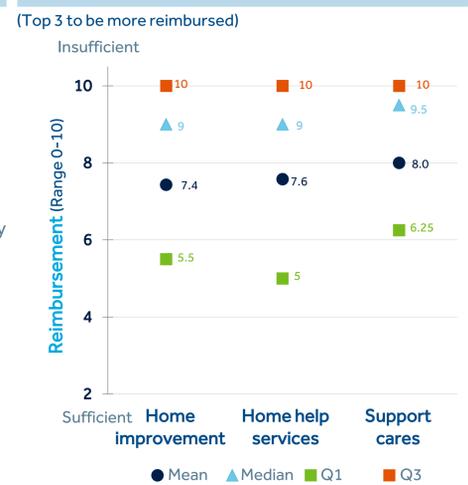
#### 3/ SATISFACTION AND PATIENTS' EXPECTATIONS WITH INFORMATION AND SERVICES



**AMONG THE MOST EXPECTED AND THE LEAST SATISFACTORY SERVICES ARE:**

**8** PSYCHOLOGICAL SUPPORT and **3** SCIENTIFIC NEWS

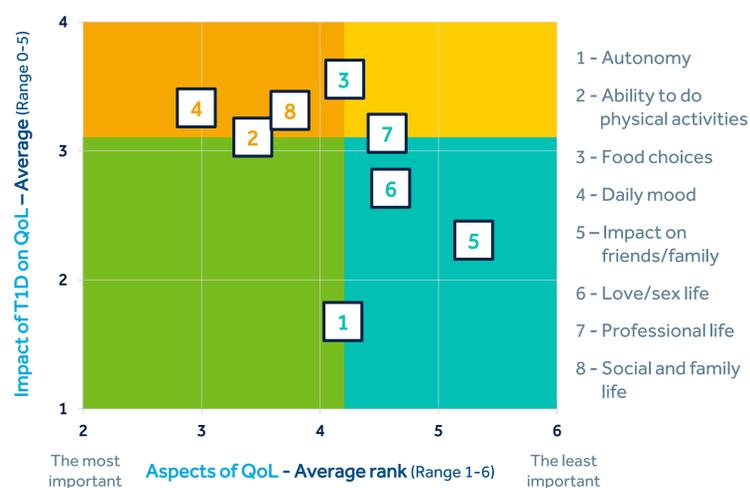
#### 4/ INSUFFICIENT REIMBURSEMENT



**THE LEAST REIMBURSED IS:**

**SUPPORTIVE CARE**

#### 5/ IMPACT OF TYPE 1 DIABETES ON QUALITY OF LIFE (QOL)



**THE THREE MOST VALUABLE FACTORS THAT IMPACT THE QUALITY OF LIFE OF PATIENTS AFFECTED BY T1D ARE:**

- 4** DAILY MOOD
- and
- 2** PHYSICAL ACTIVITIES
- and
- 8** SOCIAL AND FAMILY LIFE

### CONCLUSION AND PERSPECTIVES

- Listening skills and availability is the most important element in medical care for type 1 diabetic patients.
- Psychological support should be developed because it is expected by T1D patients.
- According to T1D patients, supportive care is not sufficiently reimbursed.
- Finally, the aspects of life that matters the most for patients are daily mood and physical activities.

**Psychological support for T1D patients should be integrated in medical care by encouraging patient-care team communication and by improving the availability of healthcare professionals, as well as by offering reimbursed psychological support.**

<sup>1</sup> Fédération des diabétiques. Les chiffres du diabète en France. 2015. Available online at: <https://www.federationdesdiabetiques.org/information/diabete/chiffres-france>