

Digital Diabetes Dashboard – Executive Summary

Gemma Teal; Tine Thorup; Jen Ballie; Michael Johnson

Document reference number	DHI+DDMMYY+doctype+000X <i>DHI210618S0001</i> <ul style="list-style-type: none"> ○ E = exploratory report ○ L = lab report ○ F = factory report ○ S = summary document ○ LR = literature review ○ RR = research report ○ MR = market research ○ MAP = mapping ○ V=video ○ O= other
----------------------------------	---

Publication date	21 June 2018
Revision date	
Revision number	

Purpose of document	Executive summary for the Digital Dashboard Experience Lab project report
Other detail (delete row if appropriate)	Find more details at: http://radar.gsa.ac.uk/6256/

Related projects	Names and doc reference numbers
Keywords	Diabetes; Virtual Consultation; Digital Tools; Person-centred; Experience DHI

Digital Diabetes Dashboard – Executive Summary

The Digital Dashboard Experience Lab project explored what information is meaningful to share in a virtual consultation between a health professional and a person living with diabetes, and developed ideas for digital tools to support this experience.

The project was proposed by partners at the University of the Highlands and Islands and NHS Highland, who are trialling video conferencing (VC) technology within virtual diabetes clinics to overcome increasing demand on the service and reduce travel burdens. The concept for the Dashboard emerged in response to challenges experienced in collaboratively discussing diabetes data during the virtual consultation. The project proposal was accepted by the Digital Health & Care Institute as part of an integrated 'Digital Diabetes' programme of projects seeking to develop digital resources to support self-management.

The Digital Dashboard Experience Lab took place in December 2016, following Pre- and General Labs, which explored themes and questions that cut across the projects in the Digital Diabetes programme (commenced November 2015).

This report describes the Experience Lab activity for the Digital Dashboard project and presents a detailed set of findings. It begins by providing project background and aims, and summarises the relevant findings of the Pre- and General Labs (described in full in previous reports).

Three overarching themes emerged: Empowerment and Readiness, Equity and Collaboration, and Timeliness of Information and Insight; offering insight into the current consultation from the perspectives of both people living with diabetes and health professionals. These insights and ideas are mapped onto the Before, During and After stages of a virtual consultation, offering recommendations for the design of digital tools and content to support meaningful and person-centred consultations. The report sets out a concept for the ideal Digital Dashboard and explains its use throughout the virtual consultation. Finally, conclusions are presented, and next steps for the development of the Digital Dashboard are discussed.

URL:

<http://radar.gsa.ac.uk/6256/>