CONVERSATIONAILY™: USING PERSON-CENTERED LANGUAGE CUES TO IMPROVE FREQUENCY OF FOLLOW-UP VISITS IN PERSONS WITH TYPE 2 DIABETES MELLITUS

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Background

Methods

Staggered off-clinic time resulting in lack of timely follow-up visits to the physician among persons with type 2 diabetes (PwD) is one of the factors responsible for suboptimal treatment outcomes, mainly due to delay in timely treatment intensification and lack of compliance to recommended therapeutic interventions.

Aims

We hypothesized that deploying person-first language during in-clinic interactions using ConversationAlly[™] - a novel artificial intelligence (AI)-powered tool that suggests conversation cues for physicians to optimize in-clinic conversations – could improve the frequency of follow-up visits. The tool was deployed during in-clinic interactions in a cohort of 15 PwD, who visited the clinic one every 50-75 days. Following the person-physician interactions, ConversationAlly[™] triggered motivational messages to the PwD during off-clinic time. The physician-recommended follow-up frequency was between 28 and 35 days in this cohort. The duration of off-clinic time was noted and the person follow-up visits tracked for a period of 90 days.

Results

Off-clinic time for 12 of the 15 PwD reduced from an average of 53 days to 32 days when person-first language was facilitated by ConversationAllyTM. Of the 3 PwD who did not return in the recommended duration, 2 returned within 45 days. The reduced off-clinic time and return to clinic earlier than on previous occasions, enabled timely treatment intensification in 12 of the 15 PwD.

Conclusion

Using a novel AI-powered tool ConversationAlly[™], to support physicians deploy person-centered language with PwD during in-clinic interactions has the potential to minimize off-clinic time and facilitate regular follow-up visits to the physician, thus enabling better health outcomes in PwD.