

Glytec®

THE DIABETES EDUCATOR'S GUIDE TO:

# Winning Buy-In for eGlycemic Management



## When it comes to improving care for patients with diabetes, implementing an eGlycemic Management System (eGMS) is one of the most beneficial initiatives a hospital can undertake.

Direct benefits of eGMS use include **reduced average time-to-target blood glucose, length of stay, cost of care and readmissions**. These systems can also **save time** for doctors and nurses and **improve visibility** into the overall state of glycemic management within the hospital.

But convincing hospital leadership to approve an eGMS project isn't always simple. As with other healthcare technology projects, you're likely to run into obstacles like red tape, budgetary concerns and a lack of awareness among decision-makers.

At Glytec, our mission is to improve the lives of patients managing glycemic issues, and those who administer their care, by optimizing insulin therapy. We find that diabetes educators often share our mission, and can immediately understand the benefits of our eGMS.

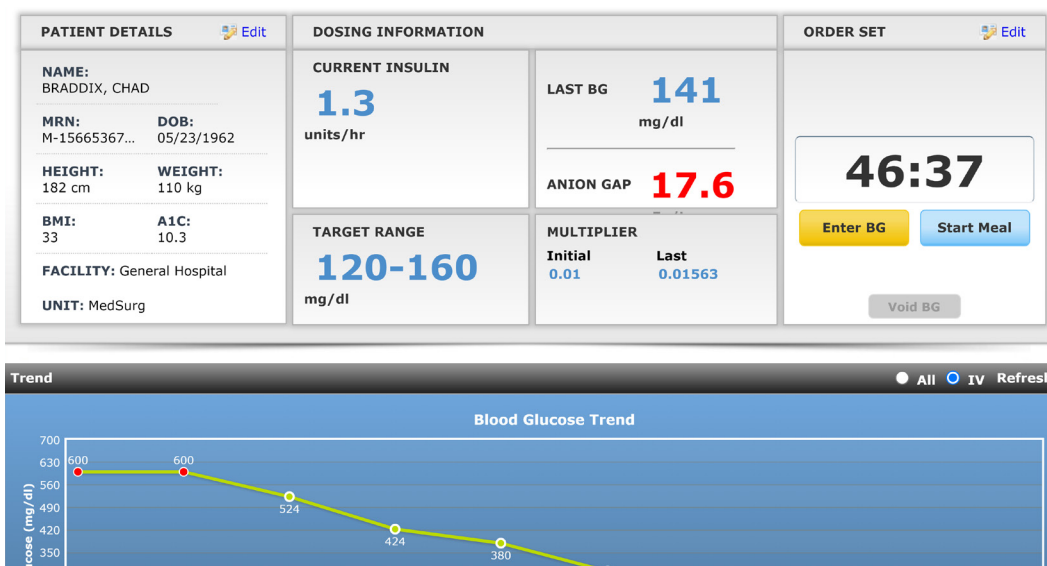
**This guide, synthesized from experience implementing eGMS at nearly 300 hospitals, provides step-by-step instructions for diabetes educators to overcome obstacles to progress and win buy-in for this game-changing solution.**

**We'll also preview the eGMS implementation process to help you answer any questions that may come up about next steps.**

**But first, a brief review.**

# What is eGlycemic Management?

eGMS is diabetes management software that uses data-driven algorithms to provide personalized insulin dosing recommendations at the point of care. eGMS effectively replaces sliding scale insulin therapy and paper protocols in a hospital.



An example of Glytec's eGMS interface. The software is integrated with the EMR for streamlined workflows.

Using eGMS, clinicians are able to get patients into target blood glucose range quickly and safely, reducing incidence of hypo- or hyperglycemia.

Glytec's insulin dosing software is FDA-cleared and approved for use in IV insulin therapy, subcutaneous (SubQ) insulin therapy and offers hospital-to-home discharge recommendations for both adult and pediatric patients.

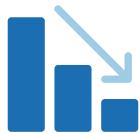
In addition to dosing decision support, **Glytec's eGMS includes modules** that can help clinicians:

- Automatically monitor and identify patients experiencing hyperglycemia
- Facilitate coordination of insulin therapy within clinical teams, especially during shift changes
- Track glucose control KPIs with built-in reporting and analytics

## Benefits of eGMS



Improved quality of care



Decreased cost of care



Improved clinician workflows



Improved visibility into glycemic management

## Winning buy-in for eGMS



How exactly you convince decision-makers to approve an eGMS project will depend on your hospital's organizational structure (and the personalities within it).

It will also depend on your hospital's **procurement process**. How do new technologies get selected and purchased at your hospital? Understanding this will enable you to contact the right people at the right time.

### Building your team

While every hospital is different, the road to success almost always starts with building a team. The more allies you have supporting the cause of improving glycemic management, the better equipped you'll be to convince leadership to sign onto the project.

**People from many different groups and departments might be persuaded to join your team, including:**

**Doctors** — Endocrinologists, especially those you work with frequently, are the natural place to begin when gaining buy-in. However, many different specialists may be interested in the benefits of eGMS, including cardiac surgeons, OB/GYNs ICU and emergency physicians.

**Pharmacists** — Pharmacy leaders typically have to approve changes to insulin therapy workflows, and it's important to get their insight and involvement early in the process. They'll be interested in how eGMS can help them reduce hypoglycemic events and insulin dosing errors and achieve best practices.

**IT professionals** — The IT department will eventually help implement eGMS, and they can become a blocker to success if they're not looped in. However, members of the IT team can also be champions of eGMS. Show them how eGMS can improve the ROI of the EMR purchase, how the cloud-based software is easy to integrate and maintain and how it's superior to other solutions they might have been asked to implement, such as homegrown dosing calculators.

Your buy-in team will also include **allies from Glytec**, including your sales representative and experts from our clinical, technical and product teams.

*“Northeast Georgia Health System has a strong core value of ‘Deep Interdependence’ in that our physicians, advanced practice providers, and bedside nurses trust the Certified Diabetes Care and Education Specialists. They know that the CDCES are the subject matter experts. During training all CDCES were ‘Super Users’ and helped assist the training sessions. During go-live the CDCES helped round with Glytec to familiarize themselves with issues that may arise. After go-live the CDCES are the go-to support staff for non-technical issues that may arise.”*

**Tiffany Young BSN, RN, CDCES**

Interim Diabetes Program Manager  
Northeast Georgia Medical Center

## Whose budget?

When you build a team of allies, you're not just increasing the support for eGMS — you're opening potential new paths to the goal of winning approval from hospital leadership.

Ultimately, finding a **department head** (or two!) willing to allocate some of their budget to the eGMS project will be a crucial step on the way to approval. Luckily, eGMS has many proven benefits for different hospital departments. If one department head isn't interested, don't be discouraged - another may give you the buy-in you need.

Departments for which eGMS has proven value include:

- Endocrinology
- Emergency
- Intensive care
- Cardiac surgery
- Obstetrics and gynecology
- Nursing
- Pharmacy

## Bring your own data

Your conversations with potential allies may be formal presentations or informal chats. However, it's important to go into these conversations equipped with data concerning both the insulin management status quo and the benefits of eGMS.

Glytec's eGMS **has been intensively researched**, and we can provide many data points about the safety and effectiveness of our solutions.

When it comes to talking about the status quo, however, we find the most compelling data is that which comes from your own hospital, and will therefore align with providers' experiences.

Dig into internal databases to gather statistics on topics like:

- Hypoglycemic events
- Rebound DKA
- Hypoglycemic coma
- Hyperglycemia rates

Different people will be interested in different data points. A nursing executive may be primarily interested in hearing how eGMS can save their team time and improve job satisfaction. An emergency physician may want to hear about how Glucomander IV can reduce time-to-target blood glucose. The quality department, meanwhile, will likely want to hear how eGMS can reduce readmission rates, hypo events and length of stay.

Being selective about which facts you lead with can make the difference in terms of engaging busy colleagues and getting them to buy into your cause.

### A LITTLE HELP FROM YOUR FRIENDS

Your allies from Glytec will be available to assist you in gathering data, preparing your presentations and even connecting you with existing Glytec customers to help you make your case. Don't be afraid to lean on us!

## What happens next?

So you've gathered data, built a team of allies and successfully convinced hospital leadership to buy into the eGMS project. Now what?

We're focused on making purchase, implementation and support as streamlined and painless as possible, and we're constantly improving these processes based on client feedback.

However, there's no way around the fact that *someone* from the hospital will need to assist with keeping the project on track — and as the champion of the project, that responsibility typically falls to the diabetes educator.

Here's a brief rundown of next steps to help you understand what to expect (and how to prepare!).



## Approval, purchase and pre-implementation

After you've received verbal buy-in from hospital decision-makers, Glytec will take the reins to finalize the deal. Typically, your CMO, CFO and legal department will get involved at this stage. We'll work out the terms of the agreement together and sign a contract.

When the ink is dry on the contract, we enter the **pre-implementation phase**. Our goal is to be ready for official project kick-off within 30 days of signing the contract.

During these 30 days, Glytec will work with you to identify what resources will be available from your side, and you'll be asked to put together a project management team.

You don't have to handle this responsibility by yourself. Other people who can be very helpful as project management teammates include:

- Members of the glycemic steering committee
- Other diabetes educators
- Diabetes nurse champions
- Department nurse educators
- Nurse informaticists
- Endocrinologists
- Hospitalists and other providers

During this time, you'll also be asked to fill out some questionnaires with information that will help Glytec prepare for implementation.

## Implementation

The "I" word is always scary when it comes to healthcare technology, but implementing Glytec's eGMS is easier than it sounds! In fact, the process can now be handled completely remotely.

From start to finish, the implementation process usually takes at least 12 weeks. More complex installations can take longer.

eGMS implementation includes seven distinct phases:

1. **Kick-off:** Meet the teams, share context and set up a weekly meeting
2. **Discovery:** Decide order set strategy, EMR build plan, training strategy, configuration, etc.
3. **Build:** Build and configure a test environment, build order sets in your EMR, etc.
4. **User acceptance testing:** Explore the test environment together and lock in the configuration
5. **Go-live prep/End-user training:** Build the system, roll-out computer-based training for nurses and providers (about 1.5-3 hours per provider) and finalize logistics
6. **Go-live!:** Roll out the system over the course of a few days
7. **Optimization:** Workflow optimization, training on additional modules and transition to support relationship



## Ongoing support

Following implementation, your clinical and technical personnel will have access to 24-hour customer support, and our customer success team will be checking in with you from time to time to ensure things are going smoothly. We will also reach out to coordinate updates to the software and let you know about new capabilities.

## Let's do this.

Now you've got an idea of what it will take to get buy-in for eGMS and what the implementation process will look like.

We know it can all be daunting, and for a busy diabetes educator, it can seem like an overwhelming challenge.

But rest assured, Glytec will be there to back you up during every step of the process, and when in doubt, don't lose track of the goal — better, safer care for your patients.

Ready to take the first step?

**Schedule a demo of Glytec's eGMS**

**CONTACT US**

The eGlycemic Management System® is a modularized solution for glycemic management across the care continuum that includes Glucommander™. Glucommander™ is a prescription-only software medical device for glycemic management intended to evaluate current as well as cumulative patient blood glucose values coupled with patient information including age, weight and height, and, based on the aggregate of these measurement parameters, whether one or many, recommend an IV dosage of insulin, glucose or saline or a subcutaneous basal and bolus insulin dosing recommendation to adjust and maintain the blood glucose level towards a configurable physician- determined target range. Glucommander™ is indicated for use in adult and pediatric (ages 2-17 years) patients. The measurements and calculations generated are intended to be used by qualified and trained medical personnel in evaluating patient conditions in conjunction with clinical history, symptoms, and other diagnostic measurements, as well as the medical professional's clinical judgement. No medical decision should be based solely on the recommended guidance provided by this software program.

Glucommander™ is only available for use in the United States.

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Customer service: (888) 458-2683