**Integrating Digital Tools – Health2Sync app into the Western Sydney Diabetes (WSD) Model of Care.**

**Background & Aim**

Western Sydney faces a high burden of diabetes, necessitating innovative approaches.

**Western Sydney Diabetes (WSD) Model of Care** incorporates:

1. Patient Priority Setting Tool
2. Continuous Glucose Monitoring (CGM)
3. **Health2Sync app**
4. Multidisciplinary Case Conferencing
5. Referral to Health Navigation and Coaching

Health2Sync is a mobile app and cloud-based platform that allows patients and clinicians to track a variety of health metrics.

This review evaluates the overall impact of the WSD Model of Care with the Health2Sync app, on glycaemic outcomes as well as patient and clinician acceptance.

**Methods**

Patients attending WSD clinics from November 2024 were onboarded with Health2Sync during their initial appointment and equipped with CGM’s. Glycaemic Management Indicator (GMI), and time in, above, and below range—were recorded at both baseline and final appointments. Clinician feedback was collected through a survey conducted early in the implementation phase, while patient satisfaction was assessed midway through the program or transfer of care.

**Results**

**Primary Outcome:**

50 patients were included in this analysis. There was an average drop of 0.88% in GMI from 8.7% to 7.8% (p=0.0002). Times in, above, and below range also improved (p<0.05).

**Secondary Outcome:**

11 patients who provided survey feedback, the average rating on the overall experience was 4.6/5, highlighting benefits of CGM and the Health2Sync app. They described the app as "Simple” to use and good “Guided resources”.

15 clinicians completed an evaluation survey. Satisfaction and ease of access to data and decision support improved, with an average rating also of 4.6/5.

**Discussion/Conclusion**

This evaluation integrates glycaemic measures and patient and clinician survey feedback, showing broad benefits for the WSD Model of Care. The next steps include exploring the scalability of this model within primary care and the community.