Nutrition Text Messaging Program Increases Blood Glucose Checking Frequency and CDE Coaching Requests for People with Diabetes

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**Background**

Livongo Health offers a cellular-enabled blood glucose monitoring system that measures blood glucose, captures contextual data (e.g., feeling light headed, before lunch, etc.) and stores this data in the cloud. Depending on the blood glucose value, personalized recommendations are delivered back through the glucose meter. Livongo members receive an unlimited supply of glucose test strips as well as access to a diabetes coaching team for questions, goal setting, and support for extreme glucose excursions.

**Hypothesis**

We hypothesize that diabetes nutrition education offered to a targeted population will increase requests for coaching and encourage members to set and achieve diabetes-related health goals.

**Methods**

We examined a 15-week text message program offered to a subset of Livongo Health members with a self-reported HbA1c >7% to provide in-depth nutrition coaching.

Nutrition topics included portion sizes, protein, calories, food labels, meal spacing, healthy fats and carbohydrates.

**Results**

Two hundred fifteen members with HbA1c over 7% were invited to participate by text message. 89 members responded for more information and 69 members opted into the program. 59 members were retained for the entire program.

Text messaging content triggered 12 personalized telephone coaching sessions, 18% of enrolled member population compared with baseline member coaching rate of 4%.

Average daily Blood Glucose checking frequency increased from 2.1 checks/day 30 days prior to program enrollment to 2.6 checks/day in the last 30 days of the program.

**Conclusions**

Engaging people with diabetes through a cellular-enabled blood glucose meter with real-time, personalized, context-aware, actionable recommendations in a targeted and personalized manner helps patients reach their nutrition goals and may improve blood glucose control.

Disclosures: All authors are employees of Livongo Health.