Pick My Pump: Co-designing an Artificial Intelligence Chatbot Navigator to Tackle Diabetes Technology-Associated Stigma in the Diabetes Community

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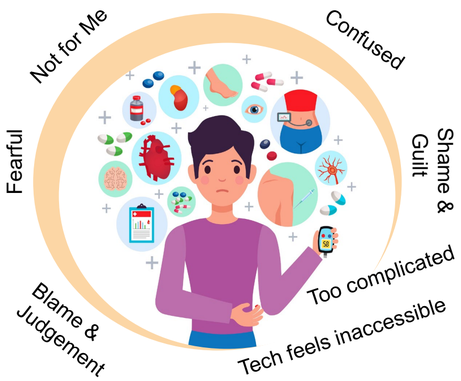
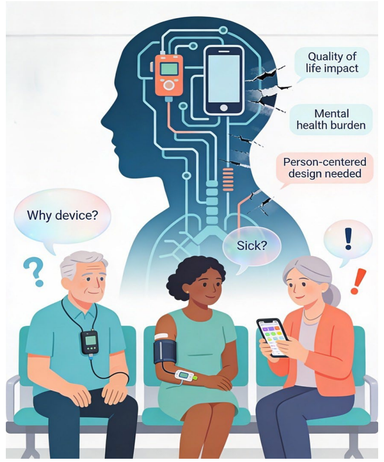
Scan Me

Diabetes technology-associated stigma (i.e., use of insulin pumps, AID systems [including DIY] is commonly observed in the diabetes community.
AIM: To reduce diabetes technology-associated stigma by creating an AI-powered pump and AID chatbot navigator to ask sensitive questions, fostering confident shared decision-making.

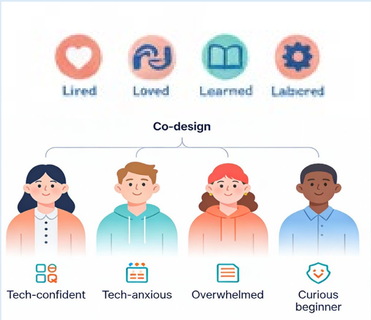
What patients and caregivers usually feel



Stigma shapes technology choices (AID or DIY or none)



DAC led co-designing sessions (>2 dozen people)



Plain language (Grade 3-5) and Verified AID guides

Built with T1D lived (over 4 decades) and loved (parent of a child with over 5 years) experience

AID Chatbot Navigator

Expected Outcomes

Empathetic Support

Non-judgmental and confidential conversations

Boosting confidence

Encouraging, empowering and identification of stigma-related themes

Education and Guidance

Access to relevant and accurate information

Key Takeaway

Stigma extends beyond clinics into peer and tech support spaces. Patients and caregiver inputs are instrumental to make the AI Chatbot relatable, prioritize anonymity, plain language, and strict boundaries on the tool functionalities. We will continue future testing and refining the tool with user inputs (patients, caregivers and healthcare) and interpret emerging themes.

Abbreviations: AID, Automated Insulin Delivery; CGM, Continuous Glucose Monitoring; DAC, Diabetes Action Canada; DIY, Do-It-Yourself; T1D, Type 1 Diabetes

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