



The Australian Centre  
for Behavioural Research  
in Diabetes

Partners for better health



Supporting people with diabetes distress: Development and pilot randomised controlled trial of an online training for health professionals

**Principal Researchers:** Dr Christel Hendrieckx, Professor Jane Speight, Ms Jennifer Halliday

**Associate Researchers:** Dr Virginia Hagger, Ms Ann Morris, Professor Jackie Sturt

## Plain Language Statement

### Who is conducting the study?

This study is conducted by the Australian Centre for Behavioural Research in Diabetes (ACBRD), a partnership for better health between Diabetes Victoria and Deakin University. The study is funded by the Australian Diabetes Educators Association (ADEA) Research Foundation, with additional in-kind funding from the ACBRD. Dr Christel Hendrieckx is the Principal Investigator and takes responsibilities for this study (e: [chendrieckx@acbrd.org.au](mailto:chendrieckx@acbrd.org.au) t:(03) 9244 6590).

### Who can take part?

To take part in this study, you:

- are currently qualified and working as a Credentialed Diabetes Educator in Australia.
- have worked as a Credentialed Diabetes Educator for at least one year.
- are directly involved in the clinical care of 10 or more adults with type 1 or type 2 diabetes per week.
- are able to read and write English without assistance.
- have access to a desktop or laptop computer with an internet connection.

If you do not meet all of the above criteria, you are not eligible to participate in this study.

### Can I withdraw at any time?

Your participation is voluntary, and you have the right to withdraw from further participation in the study without reason. Doing so will not affect your relationship with the ACBRD, the ADEA, Deakin University or Diabetes Victoria. You can withdraw from the study at any time. But we will be unable to remove your data once it has been de-identified (as your data will be anonymous and we won't be able to locate it to remove it).

If you wish to withdraw from this study, please contact Dr Christel Hendrieckx (e: [chendrieckx@acbrd.org.au](mailto:chendrieckx@acbrd.org.au) t:(03) 9244 6590).

### What does the study involve?

This study invites you to be involved in the evaluation of a new, practical online training resource for diabetes health professionals. This Diabetes Distress e-Training is expected to enhance health professionals' skills and confidence to identify and address diabetes distress in clinical consultations. The e-Training will help fill a major resource gap in Australia.

To confirm your eligibility to participate in the study, you will be invited to complete a short online survey about you and your work practices. If you are eligible to participate, you will be invited to complete additional questions about your knowledge, motivation and confidence to identify and address diabetes distress. These questions will take about 15 minutes.

Next, eligible participants will be randomly allocated into 'learning activity' groups: one group will complete the Diabetes Distress e-Training, which will take approximately 4 hours, and the other group will read written information about diabetes distress, which will take 1–2 hours to read and absorb. You will have two weeks to complete the allocated learning activity. After 1 week, you will receive a reminder to complete the activity via email and SMS (if you provide a mobile phone number).

Two weeks, and twelve weeks after completing the 'learning activity', you will be invited to complete an online survey about your knowledge, motivation and confidence to identify and address diabetes distress. If you complete the e-Training, your survey will also include questions about your views of, and experiences with the e-Training. You will receive the invitation to complete the survey questions via email. The survey will take about 15-20 minutes.

If you completed the e-Training learning activity, you may be invited (via email or telephone, within 1 month of completing the activity) to take part in a telephone interview about your experiences with, and perceptions of, the e-Training. The interviews will take about 30-45 minutes.

At the end of the study, all participants will be given access to the alternate learning activity (e-Training or written materials).

Participation in all aspects of this study is completely voluntary.

### **Are there any benefits for me personally?**

People take part in studies like this for many reasons. Reasons that you may like to take part in this study could include:

- 1) it is possible that completing the learning activities will enhance your consultation skills for identifying and addressing diabetes distress
- 2) taking part offers you an opportunity to think about diabetes and emotional health issues facing Australians and reflect on your clinical practice
- 3) you may simply want to take part in research to progress our understanding of the topic.

Taking part in this study gains you access, at no financial cost, to evidence-based, practical resources. You will be offered a free hardcopy of the Diabetes and Emotional Health handbook. Also, on your request, after completing all modules of the e-Training, we will provide you with a certificate of completion, which you may be able to use to claim professional development points.

Participants who take part in the telephone interview will be entered into a prize draw, with a chance to win a Village Cinema Gold Class Black Experience voucher, to the value of \$200.

### **Are there any risks to me?**

There are no foreseeable risks associated with you taking part in this study as the questions relate to your experience doing the training and your professional setting. Some of the questions ask about personal and professional information. We do not expect these questions to cause you any distress.

### **What will happen to my information?**

You will need to provide your contact details (name, phone number and email) when you register for the study. The research team will need this information to send you the survey links and contact you about the study. Your contact details will only be used for the purpose of this study. Your name and contact details will not be shared with anyone who is not part of

research team. Your name and contact details will only be stored electronically, on the Deakin University network, and will be password-protected. File names, transcripts and other study-related notes will not include any identifying information about you, such as your name or contact details.

The online surveys and e-Training activities will be hosted in Qualtrics, which is a secure online survey system. Copies of your responses will also be saved on the Deakin University network. You will not be asked to write your name or contact details in any of the Qualtrics questions. Your responses can only be linked back to you using a study ID code, which is known only to the research team – this is called de-identification and it helps to keep your responses anonymous.

If you take part in an interview, the interview will be audio recorded, unless you prefer that it is not recorded. Prior to the interview, you will be asked for to give consent to 1) take part in the interview 2) for the interview to be audio recorded. The audio recordings will be stored electronically, on the Deakin University network, to enable transcription and double-checking of data. The recordings will be transcribed by an external professional.

In accordance with government requirements, data will be kept for a minimum of seven years after the completion of the study and then disposed of by erasing of electronic files and shredding of paper copies.

Your responses will be analysed along with those from other people taking part in the study. Your responses may also be used in the future to compare with future studies. Before future studies go ahead, we will apply for ethics approval. Any data made available to external research parties will first be de-identified, meaning that no-one will be able to identify you from the information.

The results of this study will be published on the ACBRD website ([www.acbrd.org.au](http://www.acbrd.org.au)), academic journals, conferences, and diabetes magazines and newsletters. No-one will be able to identify you from any of the information we publish or present. We will take great care to protect your identity. Your privacy is very important to us.

### **Has this study been approved by an Ethics Committee?**

Yes. Approval to undertake this study has been given by the Human Research Ethics Committee of Deakin University (research project number: **HEAG-H 179\_2017**).

### **Who can I contact about this study?**

If you have any complaints about any aspect of the project, the way it is being conducted, or any questions about your rights as a research participant, then you may contact:

The Manager, Office of Research Integrity, Deakin University, 221 Burwood Highway, Burwood Victoria 3125, Telephone: (03) 9251 7129, Facsimile: (03) 9244 6581; [research-ethics@deakin.edu.au](mailto:research-ethics@deakin.edu.au). Please quote project number **HEAG-H 179\_2017**.

If you would like further information or have any questions about the study, please contact Dr Christel Hendrieckx (e: [chendrieckx@acbrd.org.au](mailto:chendrieckx@acbrd.org.au), t:(03) 9244 6590)

You may also like to visit the Australian Centre for Behavioural Research in Diabetes website: [www.acbrd.org.au](http://www.acbrd.org.au)