Table 2. Key Study Characteristics

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| **Intervention Purposea** | **Author (Year)** | **Population; b**  **Baseline HbA1cc** | **Intervention** | | | | **Comparator Type(s) (N)** |
| Focus:  Description (N)d | Audio Component | Provider | Other Supportse |
| Supplement with audio care | Doupis 201915 | Older adults (ages 65+)§ with type 2 diabetes;  7.8 (0.9) | MM+BLC: Empowerment group (systematic patient education program) + UC (230) | Biweekly calls over 8 months (mean 15.3 calls per patient); duration NR | Physician | Sponsor-approved educational material | UC (referred or directed to seek care as needed, 227) |
| Lauffenburger 201925 | Adults with type 2 diabetes;  G1: 9.3 (1.6), G2: 9.4 (1.6) | MM+BLC: Telephone-based patient-centered intervention + UC (700) | 4 calls over 12 months; 30 minutes/call | Pharmacist | Simple pillbox and shared decision-making postcard | UC (unspecified, 700) |
| Varney 201428 | Adults with type 2 diabetes;  G1: 8.2 (95% CI: 8.0 to 9.7),  G2: 8.5 (95% CI: 8.1 to 8.9) | MM+BLC: Telephone coaching + UC (47) | 7 calls (monthly for 6 months + initial call); 45 minutes/initial call, 20 minutes/follow-up call | Registered dietitian | - | UC (referred or directed to seek care as needed, 47) |
| Baron 201732 | BIPOC,ⴕ limited English proficiencyⴕ adults with type 1 or 2 diabetes;  G1: 9.1 (1.8), G2: 8.9 (1.7) | MM+BLC: Mobile telehealth + UC (45) | 6 calls (weekly for 6 weeks, additional calls as needed); duration not reported | Registered nurse | BG meter, BP monitor, mobile-phone, and Bluetooth cradle to store and transmit diabetes-related data to an MTH nurse | UC (in-person visits, 36) |
| Crowley 201323 | BIPOC‡, low income,§ low health or digital literacy§ adults with type 2 diabetes;  G1: 8.0 (0.1), G2: 8.0 (0.1) | MM+BLC: Telephone intervention + UC (182) | 12 calls (monthly for 1 year); 17 minutes/call | Registered nurse | Education modules tailored to low-income/low-health-literacy patients; | UC (no care, 177) |
| Chamany 201517  Schecther 201637 | BIPOC,ⴕ low income,ⴕ limited English proficiency,ⴕ immigrants or refugeesⴕ with type 1 or 2 diabetes; G1: 9.3 (2.1), G2: 9.1 (2.0) | MM+BLC: Telephone (Tele/Pr) + UC (443) | Baseline A1c 7%-9%: 4 calls (1 every 3 months); 110 average total minutes  Baseline A1c > 9%: 8 calls over 12 months; 86 average total minutes | Educator, counselor, or coach | Low-literacy print diabetes self-management materials; retention incentives to promote healthy choices (e.g., pedometers) | Print only (educational or community-based resource, 498) |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Focus:  Description (N)d** | **Audio Component** | **Provider** | **Other Supports**e |
| Supplement with audio care  (continued) | McMahon 201222 | Veterans‡ with type 2 diabetes;  G1: 9.9 (1.2), G2: 10.1 (1.4) | MM+BLC: Telephone-based care management group + UC (51) | Biweekly calls over 12 months; duration not reported | Certified diabetes educators (1 advanced practice nurse and 1 pharmacist) | Monitoring devices for glucose and blood pressure measurements | Web training (educational or community-based resource, 50) |
| Mons 201321 | Adults with type 2 diabetes;  G1: 8.0 (IQR, 0.9), G2: 8.2 (IQR, 1.1) | MM+BLC: Supportive telephone-based counseling + UC (103) | 12 calls monthly; duration not reported | Practice nurse | - | UC (unspecified, 101) |
| Crowley 201635 | Veterans‡, BIPOCⴕ, low income§, low health or digital literacy§ with type 2 diabetes;  G1: 10.2 (1.4), G2: 10.7 (1.6) | MM+BLC: Advanced Comprehensive Diabetes Care + UC (25) | Biweekly calls for 6 weeks; approximately 30 minutes | Registered nurse | Automated calls through interactive voice responses system for daily reminders to self-monitor blood glucose; monitoring device for glucose | UC (educational or community-based resource, 25) |
| Van Dyck 201330 | Adults with type 2 diabetes;  7.3 (0.9) | BLC: Physical activity intervention (telephone-based motivational interviewing) + UC (60) | 7 calls over 24 months; 15-20 minutes/call | Psychologist | Pedometer to measure daily count of steps and notebook to record step count and non-walking activities | UC (unspecified, 32) |
| Gudban 202133 | Adults with type 2 diabetes being discharged from hospital;  G1: 8.1 (9.1), G2: 7.8 (0.6) | BLC: Dietary intervention + UC (12) | 12 calls (1 every week for 3 months); duration not reported | Registered dietitian | Basic diabetes self-management education | UC (unspecified, 10) |
| Karhula 201527 | Adults with type 2 diabetes;  G1: 7.25, G2: 7.20 | BLC: Mobile health coaching and self-monitoring of health parameters with the help of a remote patient monitoring system + UC (208) | 1 call every 4 to 6 weeks (average 8.5 total calls per participant); 19 minutes/call | Registered nurse | Mobile app, self-management guide; Mobile phone, blood pressure meter, glucometer | UC (educational or community-based resource, 79) |
| Supplement with audio care  (continued) | Nicolucci 201520 | Adults with type 2 diabetes;  G1: 7.9 (0.7), G2: 8.0 (0.8) | BLC: Home telemedicine system (153) | 12 calls (1 per month for 12 months, additional calls as needed); duration not reported | Registered nurse | Asynchronous messaging (text/email); weight scale, glucometer, blood pressure cuff | UC (unspecified, 149) |
|  | Eakin 201429 | Adults with type 2 diabetes  Median (IQR): 7.1 (1.6) | BLC: Telephone-delivered weight loss intervention + UC (151) | 27 telephone calls over 18 months; 25 minutes/call | Educator, counselor, or coach | Workbook to be used with behavioral therapy; pedometer and digital scales; accelerometer for data collection | UC (educational or community-based resource, 151) |
|  | von Storch 201916 | Adults with type 2 diabetes;  G1: 7.00 (0.96), G2: 6.89 (1.01) | BLC: Lifestyle telemedicine-assisted self-management program + UC (82) | 3 calls (1 per month for 3 months); duration not reported | Educator, counselor, or coach | Computer tablet; glucometer, step counter | UC (unspecified, 68) |
|  | Naik 201924 | Veterans,‡ BIPOC,§ older adults,§ physical, intellectual, or developmental disabilities,§ with unspecified diabetes;  G1: 9.2 (1.4), G2: 9.3 (1.5) | BLC: Healthy Outcomes Through Patient Empowerment intervention + UC (136) | 9 calls (biweekly from months 1 to 3 and monthly from months 4 to 6); 30-40 minutes/session for months 1 to 3 and 15 minutes/session for months 4 to 6 | Psychologists, nurses, pharmacists, or social workers | Workbooks that guided phone conversations and allowed participants to track and progress | Enhanced UC (educational or community-based resource, 89) |
|  | Patja 201231 | Adults with type 2 diabetes;  G1: 7.5 (1.1), G2: 7.7 (1.7) | BLC: Telephone health coaching + UC (770) | 10/11 calls (1 per month for 12 months); 30-60 minutes/call | Certified or public health nurses | Self-care books | UC (referred or directed to seek health care as needed, 359) |
|  | Peasah 202019 | Adults with unspecified diabetes;  G1: 8.5 (1.4), G2: 7.9 (1.3) | MM: Telephone support for medication adherence + UC (39) | 12 calls (1 every week for 12 weeks); duration not reported | Pharmacy students supervised by licensed pharmacists | - | UC (unspecified, 39) |
|  | Levy 201536 | Low income,‡ BIPOCⴕ adults with type 2 diabetes initiating insulin use;  11.72 (1.83) | MM: Mobile insulin titration intervention + UC (33) | Variable based on patient needs (1 call every week minimum); 11 minutes/call | Registered nurse | Asynchronous messaging (text/voice messages); web-based platform | UC (referred or directed to seek health care as needed, 28) |
| Supplement with audio care  (continued) | O’Connor 201434 | Adults with type 2 diabetes recently prescribed new medication for glucose, blood pressure, or lipid control;  G1: 9.76 (1.66), G2: 9.83 (1.65) | MM: Structured telephone call + UC (1,220) | 1 call (up to 3 attempts to reach the patient); 5 minutes/call | Registered nurses, diabetes educators, or pharmacists (varied by site) | - | UC (unspecified, 1,158) |
| Replace other care with audio | Leichter 201318 | Adults with type 1 or 2 diabetes;  G1: 7.7 (1.5), G2: 7.3 (1.2) | MM+BLC: Telephone office visits with remote monitoring (49) | 2 calls over a 12-month period; 5 minutes/call | Physician | Asynchronous messaging (email); Blood glucose meter and test strips; body weight scale and a digital blood pressure cuff; data management software for remote monitoringe | UC (in-person visits, 49) |
| O’Neil 201626 | BIPOC§ adults with type 2 diabetes;  G1: 8.36 (1.02), G2: 8.28 (1.00) | BLC: Weight Watchers weight management program with coordinated telephone and email consultations (279) | 2 calls, additional calls variable based on need; duration not reported | Certified diabetes educator | Asynchronous messaging (email); Weight Watchers | Type 2 diabetes nutrition counseling (in-person visits, 284) |

**Abbreviations:** BIPOC, Black, indigenous, people of color, BG, blood glucose, BP, blood pressure, CI, confidence interval, G, group; IQR, interquartile range, NR, not reported; Tele/Pr, telephone and print materials; UC, usual care.

a Purpose of audio component refers to whether the audio component intended to add synchronous interactions via audio or replace other synchronous interactions with audio care.

b § indicates more than 25% of the study sample andⴕ indicates more than 50% of the study sample belonged to this population group, while ‡ indicates 100% of the study sample belonged to this population group.

c Baseline HbA1c reported as mean % (standard deviation) for the entire study sample, unless otherwise specified.

d Intervention focus refers to whether the intervention focused on medication management, indicated as MM; behavioral/lifestyle, indicated as BLC; or both, indicated as MM+BLC.

e Intervention also included in-person or video visits (i.e., is a hybrid intervention).