Diabetes e Institute
Diabetes Case Management Procedures
Patient Organization Overview

July 12, 2011

Diabetes Case Management Procedures
The role and functions of a diabetes case manager

- Clinical evaluation, interpretation of test results and suggestions, problem solving, counseling, education, etc.
- Assist in patient referrals, provide health education during different stages of treatment: initial visit, follow-up visit, and yearly evaluation.
- Advice and support, increase patient self-care ability, monitor patient adherence to treatment and lifestyle changes

Diabetes case management procedure
Diabetes Care Provision Improvement Program

- Provides comprehensive initial and follow-up clinical evaluation and care services
  - Physical exam: height, weight, blood pressure, waist and hip circumference, foot exam, retinal photography, peripheral artery disease screening
  - Laboratory tests: fasting blood glucose, A1C, lipid profile, urinalysis (for proteinuria and microalbuminuria), liver transaminases, renal function
  - Diet education
  - Diabetes care education

Initial Stage Care Education

- Initial visit
- Follow-up visit
- Yearly evaluation
Diabetes care provision program: Initial visit education topics

1. Diabetes disease mechanism
2. Glycemic goals (fasting and postprandial blood glucose, A1C)
3. Medication use instruction
4. Exercise rules
5. Hypoglycemia
6. Chronic complications
7. Foot exam

Diabetes care provision program: Follow-up visit

- Medication adherence
- Explanation of test results (lab data, retinal photography)
- *Daily precautions for patients with retinopathy
- Assess effectiveness of exercise (type, frequency, duration)
- Importance and significance of self-monitoring of blood glucose
- Assess occurrence of hypoglycemia
- *Assess insulin injection (site of injection, dosage, adherence)

*Only for applicable patients
Diabetes care provision program: Follow-up visit 2

- Medication adherence
- Explanation of test results
- Assess effectiveness of exercise (type, frequency, duration)
- Assess occurrence of hypoglycemia
- *Assess insulin injection (site of injection, dosage, adherence)
- **Physiologic changes of the pancreas**

*Only for applicable patients

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Diabetes care provision program: Follow-up visit 3

- Medication adherence
- Explanation of test results
- Assess effectiveness of exercise (type, frequency, duration)
- Assess occurrence of hypoglycemia
- *Assess insulin injection (site of injection, dosage, adherence)
- **Overview of insulin, inquire patient’s opinion concerning insulin**

*Only for applicable patients
Diabetes care provision program: Yearly evaluation

- Medication adherence
- Explanation of test results
- Assess effectiveness of exercise (type, frequency, duration)
- Assess occurrence of hypoglycemia
- *Interpretation of blood glucose monitoring results and suggestions
- **Foot exam and care**

*Only for applicable patients

Additional care education

- Smoking cessation education
- Immunizations
- Fall prevention
- Introduction to telecare
- Interpretation of blood glucose monitoring results and suggestions
Blood glucose and blood pressure monitoring strategies

Combined blood pressure and glucose meter  Roche glucometer  Talking glucometer

Blood glucose monitoring procedure

Discuss blood glucose monitoring with patient  Inquire reason
agreed  Increase motivation
refused  Emphasize lifestyle changes

Physician enters prescription for SMBG

Educator instructs patient on glucometer use and discusses goals
Diabetes and hypertension self-management service procedure

- Physician enters prescription for SMBG
- Diabetic patient
- Patient's family
- Cahier's counter
- Report to Diabetes Center with payment receipt
- Make payment
- Educator teaches SMBG
- Telephone follow up
- Download data and inspect data quality during return visit
- Transmit data to hospital from home
- Discuss status of glycemic control and plan actions during return visit

Example of SMBG data transmission by patient

1. Physician able to view blood glucose records in the clinic
2. Example of SMBG data transmission by patient
Health education offered for all diabetic and hypertension patients (insured or self-paid)

- Explain nature of disease and interpret laboratory results
- Foot exam and PAD screening
- Hypertension health education
- SMBG instruction
- Medication usage instruction
- Insulin injection instruction

Inpatient Diabetes Education
Diabetes education offered for all diabetic inpatients (self-paid)
Enrolled cases are visited if hospitalized

- Individual education session for diabetic inpatients
- Group education for diabetic inpatients
- Visiting hospitalized case
- Insulin injection instruction for inpatients

Non-mydriatic retinal photography (outpatient and inpatient)

- Retinal camera
- Visual testing
- Instant transmission of images to physician’s clinic
- Non-mydriatic retinal photography
Peripheral artery disease screening (outpatient and inpatient)

PAD screening device

Determine arterial blockage or sclerosis by non-invasive measurement of blood pressure in all limbs

Continuous subcutaneous insulin infusion (self-paid item)

CSII certification
Continuous glucose monitoring system (self-paid item)

- Subcutaneous placement of sensor
- 72-hour blood glucose tracing
- CGMS certification

Diabetes e Institute
Diabetic Patient Group Organization
Diabetic patient group: established on Dec. 27, 1997

**Aims**

- Encourage sharing of experiences and increase patient’s self-adjust and self-care ability
- Establish companionship and rapport among patients
- Increase the patient, their families, and the public’s knowledge concerning diabetes and its prevention
- Improve the health and life quality of the patients
- Utilize available resources to improve care outcome and reduce occurrence of disease complications
- Increase interaction and improve relationship between educators and patients
- Understand each patient’s characteristics, habits, and relationship with the family
Purpose of the diabetic patient group

- Provide diabetes health education and related information
- Provide a comfortable environment to encourage expression of feelings and elicit questions from patients
- Assist patients to build a support network

Appointing the leader of the group

Elected by members of the group
Missions of the group leader

- Establish a service team and enforce related operations, such as patient support, literature distribution, accounting, administration, and activities
- Recruit participants and supporters by making the group known to others
- Assist in the organizing of various group activities
- Assist maladaptive patients through various group activities, help them find appropriate referrals and encourage them to share in small groups and gain support.
- Participate in related social activities on behalf of the group

- Keep abreast with the latest healthcare information related to diabetes
- Establish good interpersonal relationship with related healthcare teams
Activities

● **Type 2 Diabetes Patient Group Gathering**
  ● Frequency:
  ● Indoor seminar: once every quarter, Saturday 8:30-11:00
  ● Field trip: Once a year in autumn (September-November), accompanied by physicians, nurse educators, and dieticians

● Check blood pressure and blood sugar free of charge, complete diabetes passport, specialist seminar (physician, nurse educator, dietician, etc.), sharing among patients and families, physical exercise, quiz game, lottery, healthy food preparation (such as making healthy rice dumpling)
Type 1 Diabetes Patient Group Gathering

- Frequency: Once every summer and winter
- Winter: One day field trip (4th Saturday in January or February, 7:30-18:00)
- Must be accompanied by physician, nurse educator, and dietician during the field trip
- Summer: Indoor seminar (4th Saturday in August, 13:00-17:30)

- Check blood sugar, maintenance and calibration of glucometer, free of charge
- Specialist seminar (physician, nurse educator, dietician)
- Sharing of experiences among patients and families
- Skits, games, aerobic exercise
- Award presentation (for participation, volunteering, and good control of blood sugar)
- Exhibition of diabetes tools and nutrition supplements
Patient group activities: Outdoor and indoor

Introduction by group leader and discussions

Outdoor patient group activity

Indoor patient group activity

Production and development of health education materials: Posters
Production and development of health education materials: Posters
治療的可能原因

- 高溫過敏
- 非特異性上呼吸道感染
- 專業性上呼吸道感染
- 空氣污染
- 食物過敏
- 呼吸道感染
- 呼吸道感染的特殊原因
- 食物過敏的特別原因
- 呼吸道感染的特別原因
Thank you for your attention