

## Paper Clip – Diabetes

### Description:

Diabetes is a disease that occurs when your blood glucose, also called blood sugar, is too high. Glucose is your body's main source of energy and comes from the food you eat. Insulin, a hormone made by the pancreas, helps glucose from food get into your cells to be used for energy. Sometimes your body does not make enough insulin, does not make any insulin, or does not use insulin well. Glucose then stays in your blood and does not reach your cells. With diabetes, it is challenging to keep the blood sugar at the correct level and requires a treatment plan. There are serious consequences for having too high or low blood sugar levels. Poorly treated diabetes can lead to the following health issues:

- Damage to the heart and blood vessels
- Nerve damage (may lead to a loss of a limb if sores develop)
- Liver damage
- Kidney damage
- Eye/Retina damage that may lead to blindness
- Bladder infections

Diabetes is a condition that can be managed with appropriate treatments.

### Causes:

Type 1 diabetes occurs because the insulin-producing cells of the pancreas are damaged. In Type 1 diabetes, the pancreas makes little or no insulin, so glucose cannot get into the body's cells for use as energy. In type 2 diabetes, the pancreas makes insulin but it either does not produce enough or the insulin does not work properly to process glucose.

**Diagnostic Tests:** Blood glucose levels, Hemoglobin A1C, and additional tests are used to diagnose and monitor diabetes. Also, additional tests are used to diagnose and monitor the secondary health effects listed above.

### Conversation with Member:

#### 1. *Case Manager/Care Coordinator*

- **General opening:** "How are things going with your diabetes care and treatments?"
- **Offer Information:** "Would it be ok to share some information I have about diabetes with you?"
- **Get more specific:** "It is recommended that you do all you can to keep your blood sugar in the normal range by:
  - Taking your prescribed medications
  - Have your HemoglobinA1C tested at least once a year"

"Because there is a chance of complications from diabetes, it is also recommended that you go in every year to have the following areas checked:

- Kidney function
- Blood pressure
- Vision check"

"Can I help you schedule an appointment?"

- **Lifestyle impacts:** "Establish and follow a self-management plan for your diabetes."
- **Medical Treatment options:**
  - Keep up with routine tests
  - Take your diabetes medications as ordered
  - Update your self-management plan
- **Review the member's plan of action:** "What can we work on to update your self-management plan for your diabetes?"

## 2. Customer Service

- **General opening:** “How are things going with your diabetes care and treatments?”
- **Offer Information:** “Would it be ok to share some information I have about diabetes with you?”
- **Get more specific:** “It is recommended that you do all you can to keep your blood sugar in the normal range. Some of the things you can do to control your blood sugar are:
  - Take your prescribed medication
  - Have your HemoglobinA1C tested at least once a year (this test can determine your average blood sugar for the past 2-3 months)“Because there is a chance of complications from diabetes, it is also recommended that you go in every year to have the following areas checked:
  - Kidney function
  - Blood pressure
  - Vision check”“We recommend you contact your provider to discuss these areas.”
- **Lifestyle impacts:** “Establish and follow a self-management plan for your diabetes. Discuss this with your healthcare provider at your next appt.”
- **Medical Treatment options:**
  - Keep up with routine tests
  - Take your diabetes medications as ordered
  - Update your self-management plan
- **Review the member’s plan of action:** “We recommend you contact your health care provider to discuss any questions you have related to your diabetes care and management.”

### References:

American Diabetes Association. [Diabetes Basics](#). Accessed 2/23/2023.

The National Institute of Diabetes and Digestive and Kidney Diseases. [What is Diabetes?](#) Accessed 2/23/2023.