



Diabetes Case Manager

*Redwood Community Health Coalition
Promising Practice*

PROMISING PRACTICE OVERVIEW

Alexander Valley Healthcare (AVH) utilizes the knowledge and skill set of one of their Registered Nurses (RN) to act as a Case Manager (CM) to help patients with diabetes manage their disease and work on lifestyle goals. This CM began working 32 hours a week in this role in August 2017. She also sees patients with prediabetes and obesity (adults and children).

Appointments with the CM are free and bilingual. At this point, AVH cannot bill for these visits. The CM is currently undergoing diabetes educator certification through the National Diabetes Educator Association. Keeping up with recommended medications is challenging. There are other CMs at AVH that work in similar ways with patients and collaborate with one another.

AIM

To lower A1c rates and accomplish lifestyle changes (including healthy eating) among patients with diabetes through working with an RN case manager.

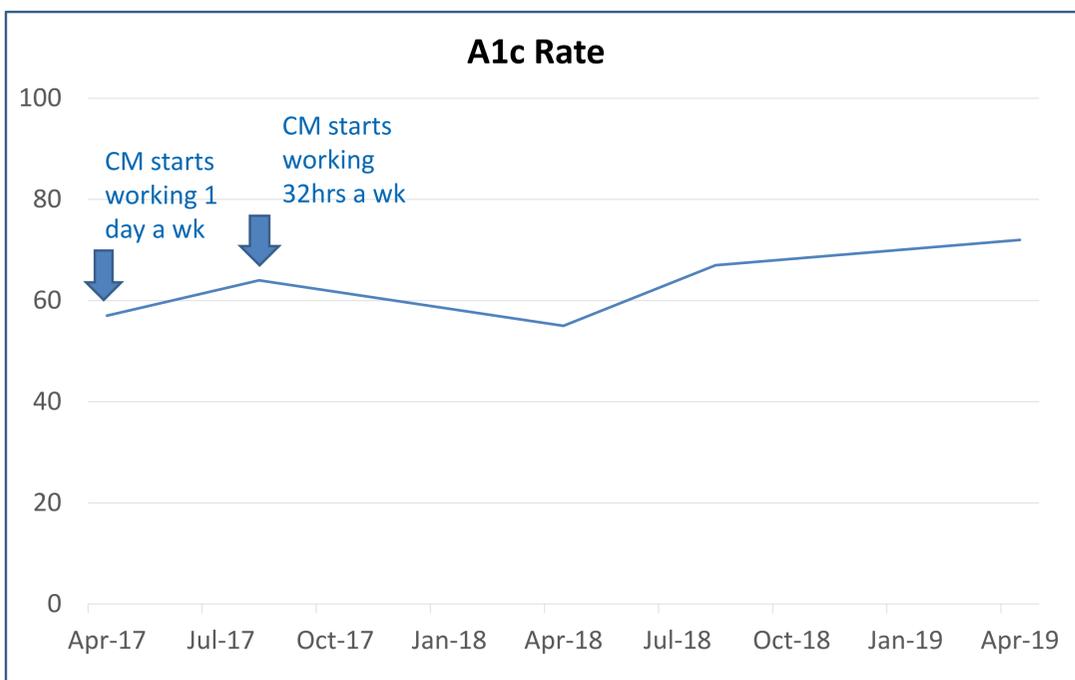
MEASURES

UDS Diabetes: Hemoglobin A1c Control (<=9%)

Percentage of patients 18-75 years of age with diabetes who had hemoglobin A1c (HbA1c) less than or equal to 9.0 percent during the measurement period.

RESULTS TO DATE

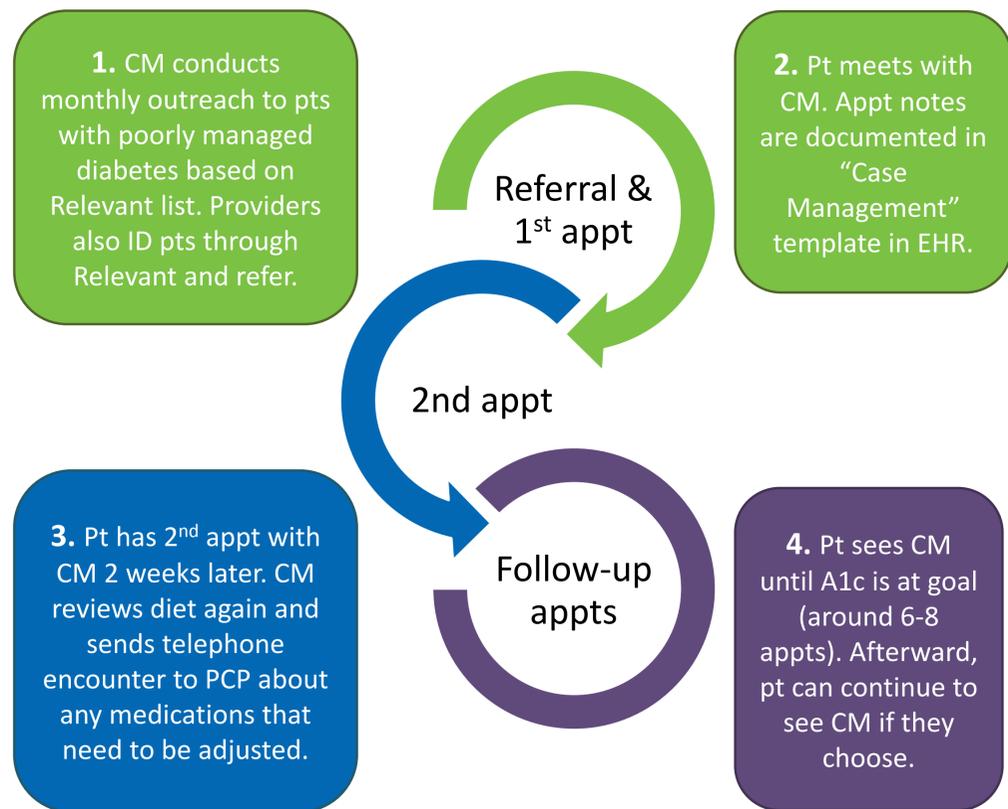
AVH's A1c rate improved from 57% in April 2017, to 62% when the CM was working 1 day a week in this role. The rate continued to increase to 69% in 2018 after the CM increased to 32 hours a week, and is currently at 72%. While the CM started working in her current role at AVH in April 2017, she'd worked as a nurse DM educator for 5 years. She understands the importance of having culturally appropriate nutrition information and created her own materials to suit the culture and education level of her patients.



ACTIONS TAKEN

- Developed role for CM to meet one-on-one with patients (pts) struggling to manage diabetes. CM can create pt appts on their schedule and works until 7pm on Monday to see more pts.
 - Reviews pt: Medications (any problems with access or cost), BMI, blood sugar log (from at home glucometer), blood pressure, cholesterol, completes 24 hour food recall, and ensures all labs are up to date. Continues to review this data through all appts.
 - Educates: 1. Why/when to check blood sugar and 2. Healthy eating based on [ADA guidelines](#). CM sets dietary goals with pt.
- Refer pts to CM directly from providers, including warm hand offs.
- Aim for pts to see CM at least monthly.
- Refers pts to food pantries, farmer's markets, and WIC offices to connect pts with affordable healthy food.
- Partners with CERES Community Project to refer pts with Congestive Health Failure for nutrition assistance.

WORKFLOW



LESSONS LEARNED

AVH recognized that having a CM work with and educate patients with diabetes was beneficial to patients. Although they can't bill for these visits, AVH has made the decision to do what's best for patients, regardless of reimbursement.

Relevant has been helpful allowing the CM to access patient data without relying on someone else to create reports. At this point there is still room in the CM's schedule to see more patients.

Plate Method for Meal Planning

1 FRUIT = 1 MILK = 1 STARCH



Fruits

3 small a day



Non-Starchy Vegetables



Best beverage water

LIMIT

Package foods, cheese,
butter, margarine, oil

Bread /Starch / Grain



Protein/Meat



Portion of Food Groups in a Meal

- 1/4 plate of Bread/Starch/ Grain
- 1/4 plate of protein/meat
- 1/2 plate of vegetables

American Diabetes Association Blood Sugar Goals

Before Meals
80-130 mg/dl

1-2 hours after meals:
Less than 180 mg/dl

AVOID

Juice, soda, cereals, rice

Método de Plato Para Planificar las Comidas

1 FRUTA = 1 LECHE = 1 PAN/ALMIDÓN/
GRANOS



Frutas



Verduras



Pan / Almidón / Granos



Proteína / Carnes



La mayor bebida es el agua

LIMITE
Comida empaquetada, quesos, mantequilla, margarina y aceites .

Metas para el control de la glucosa en la sangre del American Diabetes Association:
Antes de comer
80-130 mg/dl
1-2 horas despues de comer:
Menos de 180 mg/dl

Porción de cada grupo de alimentos

- La cuarta parte de un plato de pan/almidón/granos
- La cuarta parte de un plato de carne/proteína
- Medio plato de verduras

Less beef, more beans. New world diet.



A report attempting to overhaul the universal “diet” says a hamburger a week is about as much red meat you should be consuming. Eggs should be limited to less than four a week and dairy, one serving per day.



A panel of nutrition, agriculture, and environmental experts recommend a plant-based diet. This recommendation stems from many published studies that link red meat to health problems and livestock farming to environmental issues.

The report highlights the deadly effects meat production is having on the environment. “Producing red meat takes up land and feed to raise cattle, which also emit the greenhouse gas methane.”

The report was organized by a Swedish-based nonprofit seeking to improve the food system. They believe a “great food transformation” is necessary by 2050. They also believe their recommended diet could be inclusive to all cultures around the world.

Of course a major obstacle is convincing cultures who are traditionally meat and cheese heavy, to make the shift.

“The diet encourages whole grains, beans, fruits and most vegetables, and says to limit added sugars, refined grains such as white rice and starches like potatoes and cassava. It says red meat consumption on average needs to be slashed by half globally, though the necessary changes vary by region and reductions would need to be more dramatic in richer countries like the United States.”

Scientists believe you don’t have to completely switch to a vegan diet to make a big impact on health.

Advice to limit red meat isn’t a new concept and has been linked to lowering high saturated fats. However, the meat and dairy industries argue that their products carry important nutrients necessary for a healthy diet.

A report conducted by the United Nations, concluded that livestock is responsible for 15% of gas emissions that warm the climate. International Climate Researcher, Robbie Andrew, believes that utilizing practices that help the animal to grow bigger faster may help decrease emission, however the animal will still produce methane, which is a powerful greenhouse gas.

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