



**Licking Memorial
Health Systems**
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read this month's report on patient
care quality. You'll soon discover why
Licking Memorial Hospital is
measurably different for your health!*

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**Licking Memorial
Health Systems**

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**Diabetes
Care**

measurably
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HEALTH TIPS

Diabetes often goes undiagnosed because so many of its symptoms seem so harmless. Some symptoms include:

- Frequent urination
- Excessive thirst
- Extreme hunger
- Unusual weight loss
- Increased fatigue
- Irritability
- Blurry vision

See your doctor right away if you have one or more of these symptoms.



...a community report on patient care quality.

Diabetes Care:

How do we compare?

At Licking Memorial Hospital, we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare them to benchmark measures. Then we publish them so you can draw your own conclusions regarding your health care choices.

1 The Community Case Management (CCM) program at Licking Memorial Hospital (LMH) provides services to people in the community with diabetes. Patients referred to the program include those who have been newly diagnosed with diabetes, individuals having difficulty controlling the disease, and those at highest risk for developing complications from diabetes. The CCM program monitors quality indicators to make sure patients are receiving the best care possible. The American Diabetes Association recommends a person with diabetes have a blood test called a Hemoglobin A1C (HbA1C) at least every six months to monitor glucose levels. The two most frequent reasons a diabetic may not get an HbA1C are that the test is not ordered or that the person did not go to the laboratory for the test.

	LMH 2002 ⁽¹⁾	LMH 2003 ⁽²⁾	LMH 2004 ⁽³⁾	National ⁽⁴⁾
% of CCM diabetics who obtained an HbA1C	95%	82%	92%	85%

2 Each person with diabetes has a different treatment plan, depending on the type and severity of the disease. For those who should have a decrease in HbA1C levels, LMH measures if they met their goal. Other diabetics are monitored to stay within the normal limits.

	LMH 2002 ⁽¹⁾	LMH 2003 ⁽²⁾	LMH 2004 ⁽³⁾	LMH Goal
% of CCM diabetics with a decrease in HbA1C or within normal limits	66%	69%	73%	greater than 80%

3 The American Diabetes Association established the target HbA1C level for people with diabetes at 7 percent or less.

	LMH 2002 ⁽¹⁾	LMH 2003 ⁽²⁾	LMH 2004 ⁽³⁾	LMH Goal
% of CCM diabetics with HbA1C of 7% or less	39%	38%	25%	greater than 50%

4 Licking Memorial diabetes patients are encouraged to exercise regularly to help improve their health. With assistance from our professional staff, participants in the Licking Memorial Wellness Exercise program set personal exercise goals. In addition to exercising through the Wellness program, each participant is given the goal of working out elsewhere twice weekly. Their progress is recorded each week.

	LMH 2004 ⁽⁵⁾	LMH Goal
% of exercise goals met by LMH Wellness program diabetics	99.1%	greater than 95%

5

Licking Memorial Health Systems offers special classes and services for people with diabetes. (See “You’re Not Alone” on page 3 for more information.) Certified diabetic educators, registered nurses, dietitians and pharmacists teach classes and help participants set and meet personal goals.

LMH 2004 ⁽⁵⁾	LMH Goal
% goals met by diabetic education graduates within six weeks	greater than 75%
94.5%	
% goals met by diabetic education graduates within three months	greater than 80%
95.7%	

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Much of the care a diabetic receives is in the outpatient or physician office setting. The physician offices of Licking Memorial Health Professionals measure the most critical indicators for diabetes. These include receiving an HbA1C test every six months and receiving each of the following annually: an eye exam by an eye specialist; a complete lipid profile, including cholesterol check; a microalbuminuria test to monitor kidney function; and a foot exam.

LMH 2002 ⁽⁶⁾	LMH 2003 ⁽⁷⁾	LMH 2004 ⁽⁷⁾	National ⁽⁴⁾
% LMHP diabetics receiving eye exam	N/A	N/A	68%
64%			
% LMHP diabetics having HbA1c test	87%	96%	85%
97%			
% LMHP diabetics having lipid profile	87%	97%	88%
97%			
% LMHP diabetics having microalbuminuria test	71%	95%	57%
95%			
% LMHP diabetics having foot exam	N/A	N/A	65%
79%			

Data Footnotes:

(1) Based on 184 diabetic patients in the CCM program June 30, 2002; (2) Based on 39 diabetic patients in the CCM program June 30, 2003; (3) Based on 38 diabetic patients in the CCM program June 30, 2004; (4) NCQA. State of Health Care Quality Report, 2003; (5) Measurement began in 2004; (6) Based on 1656 diabetic patients seen by LMHP physicians May-June 2002; (7) Based on patients seen by LMHP physicians April-June.

Learning to Adjust to Life with Diabetes

A PATIENT'S STORY

Going to the doctor has never been something Richard Mathis was fond of. In January 2003, Richard visited his physician, Michael Ratterman, M.D., of Licking Memorial Family Practice – Granville, for acid reflux. However, Richard found out that he had more issues to deal with than heartburn. In just a short time he learned he had high blood pressure and his triglycerides were “out of sight.”

The Newark area resident found it difficult to deal with the lifestyle choices he had to make. “It’s really hard to change the habits that I have had for most of my life,” said Richard. “I really have to lose more weight and really watch what I eat and take my medications.”

About six months after his initial diagnosis of high blood pressure and high triglycerides, Richard then found out he was diabetic. “This diagnosis was a shock. But if it weren’t for Dr. Ratterman, I wouldn’t be upright and breathing. He saved my life.”

Richard was advised to go to the Wellness Center at LMH when he received his initial diagnosis. “There are always excuses not to go, so I really

have to force myself and stay on schedule,” Richard said. “The fitness instructors there have been very helpful, and I am on a regular schedule of going two days per week, although I should go more.”

Knowing he had to make some changes in his lifestyle to better his health, Richard then enrolled in LMH’s Diabetes Self Management classes. “That helped me to understand a lot and know what I needed to do and what the disease can do to you. I didn’t know that you can lose the feeling in your feet and have sores that won’t heal. That’s scary.”

The program is a comprehensive series of classes for people with diabetes to give them guidelines for diet, exercise and lifestyles to help them live as normal of a life as possible.

“You really don’t have a full understanding of diabetes until it happens to you. The program here is really good,” Richard added.

At first Richard was shocked at his new diet plan. “I thought, ‘I can’t eat that and I can only eat this much of this? You’re not feeding a baby here!’ ”



Richard Mathis participates in the Licking Memorial Hospital Wellness Exercise Program as a means to help reduce his risk for developing complications from diabetes. The program offers an independent exercise class for chronically ill or older adult individuals. Referral from a family physician is required for participation. For more information, please call Darcy at 740-348-4957.

But, in time he has learned what works and what doesn’t. “Trying to find a balance is challenging, but I have learned how different foods affect me and the way I feel. So, I try to stay on my diet plan as much as possible,” Richard said.

Richard has a very realistic view of his health. “A lot of people go through denial about

having diabetes,” Richard said. “I don’t have denial, but I am bullheaded and it’s been hard for me to adjust.” His adjustment has paid off; his glucose is within the normal range, and his blood pressure is down. “I still have a long ways to go,” Richard said. But, he is determined to improve his health.

You're Not Alone!

Licking Memorial Health Systems (LMHS) wants you to know you're not alone in what can be your daily struggle with diabetes. LMHS offers the following classes and services for people with diabetes.

Diabetes Self Management is a series of four classes. Certified diabetic educators, registered nurses, dietitians and pharmacists teach classes. They are offered once a week for four weeks on every Tuesday and Wednesday afternoon from 1 to 3 p.m. and on Wednesday evenings from 7 to 9 p.m. in LMHS' Tamarack III building, located at 1915 Tamarack Road in Newark. Participants must receive a physician referral to attend. For more information, please call 740-348-1450.

Anyone who is newly diagnosed, having difficulty keeping his/her blood sugar under control, or hasn't consulted with a registered dietitian in three or more years is strongly encouraged to do so. LMHS registered dietitians are available to provide individualized meal plans that are designed around the patient's needs and personal goals. Those wishing to have a consultation must receive a physician referral to attend. For more information please call 740-348-1455 or 740-348-1456.

Additionally, the Licking Memorial Hospital Wellness Exercise Program helps participants reduce their risk for developing complications from diabetes. The program offers an independent exercise class for chronically ill or older adult individuals. Referral from a family physician is required. For more information, please call Darcy at 740-348-4957.

The more you know about diabetes care, the more flexibility you'll have in creating a lifestyle around diet and exercise custom tailored to your needs. Stay committed. You can do it!

Active Lifestyles – Living with Diabetes

FOR ANYONE WITH DIABETES, EXERCISE IS ESPECIALLY IMPORTANT FOR BOTH SHORT-TERM MANAGEMENT OF THE DISEASE AND LONG-TERM SURVIVAL (SUCH AS REDUCING THE RISK OF HEART ATTACK, STROKE AND OTHER CAUSES OF DEATH). WITH SMALL LIFESTYLE CHANGES TAKEN IN GRADUAL STEPS, THE LIFESTYLE OF A PERSON WITH DIABETES CAN BE AS ACTIVE AND HEALTHY AS WITHOUT DIABETES.

It is possible to live a healthier life with diabetes. By following a diabetes care plan you develop with your health care professional and by becoming aware of actions you take with lifestyle improvements, you can begin a program that will help you keep your blood sugar under control and potentially reduce your risk of diabetes complications in the future.

"When people are diagnosed with diabetes, they think they can't do all of the things they want to do. Actually, they can do anything that they did before or may want to do in the future," said Ruth Coen, RN, CDE, dispelling a popular myth. "They just have to watch their blood sugar levels, which they would have to monitor regardless of their activity."

It's no secret: Exercise and regular physical activity are important to good health. This is especially true for people with diabetes. For anyone, exercise will:

- help you manage your weight,
- improve your blood pressure,
- strengthen your heart,
- improve blood circulation,
- give you more energy, and
- improve cholesterol and other blood-fat levels.

Additionally, exercise can lower blood sugar levels and may reduce your risk of heart disease and stroke. There are two other very important reasons for people with diabetes to exercise: It can lower blood sugar levels during and after the workout, and it increases your body's sensitivity to insulin. Don't forget: All of the medications prescribed by doctors for people with diabetes work best when accompanied by meal planning and exercise. Without the commitment to a healthy diet and daily exercise, you are unlikely to get the blood sugar control that you need.

Getting Started

The most important step before starting or increasing your level of any exercise program or activity is to consult your doctor and ask to be referred to a diabetes educator. LMH offers a series of four Diabetes Self Management Classes taught by certified diabetes educators (CDEs), registered nurses, dietitians and a pharmacist. Patients must receive a physician's referral to attend the classes. (For more information, see article at left.)

It is also recommended that people with diabetes schedule an appointment with a registered dietitian to construct an individualized meal plan that will work for them and their lifestyle. This will ensure that their exercise and meal programs will meet their individual needs.

Don't be discouraged. Physical activity doesn't mean you have to do strenuous exercise or join a gym – although if you want to and your doctor agrees, go for it! Just a little activity helps, and it's never too late to get started. Even if you have physical limitations, you can improve your fitness level. The most important thing is to get active – even if it's just daily walking – and stick with it!

What Activity is Right for You?

There are three basic kinds of activities: aerobic, strength training, and flexibility – and each has its own benefits. Talk with your health care professional and CDE about what type of exercise may be right for you.

"Many times when people hear 'exercise and diet' they think they have to start making all of these changes at once," Coen noted. "They can start making changes slowly and at a pace more comfortable for them. The transition to a healthier lifestyle is much easier and gradual, and then they aren't overwhelmed – which can be very discouraging."