



**Licking Memorial
Health Systems**
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Please take a few minutes to read this month's Report on **Diabetes Care**.

You'll soon discover why Licking Memorial Hospital is measurably different ... for your health!

Visit us at www.LMHealth.org

A publication of the LMHS Public Relations Department at (740) 348-1572. Please contact the Public Relations Department to receive future mailings.



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Community Report Card
Licking Memorial Health Systems
(740) 348-4000 (phone) • www.LMHealth.org



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Diabetes Care ... a community report on patient care quality.



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.

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 person with diabetes may not get an HbA1C are that the test is not ordered or that he/she did not go to the laboratory for the test.

% CCM diabetics who obtained an HbA1C	LMH 2003 82%	LMH 2004 92%	LMH 2005 93%	National ⁽¹⁾ 85%
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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.

% CCM diabetics with a decrease in HbA1c or within normal limits	LMH 2003 69%	LMH 2004 73%	LMH 2005 61%	LMH Goal greater than 80%
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3 The American Diabetes Association established the target HbA1C level for people with diabetes at 7 percent or less.

% CCM diabetics with HbA1C 7% or less	LMH 2003 38%	LMH 2004 25%	LMH 2005 29%	LMH Goal greater than 50%
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4 Much of the care diabetics receive is in the outpatient or physician office setting. The physician offices of Licking Memorial Health Professionals (LMHP) 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. During the office visit, a patient will have a foot examination and blood and urine testing; however, the patient must be referred for the eye examination with an eye specialist. 93% of patients seen in the office setting during the data collection period were referred to an eye specialist. 83% of those patients actually saw a specialist and received an examination.

% LMHP diabetics receiving eye exam	LMH 2Q2003 N/A	LMH 2Q2004 64% ⁽²⁾	LMH 2Q2005 83%	National ⁽¹⁾ 68%
% LMHP diabetics having HbA1c test	96%	97%	98%	85%
% LMHP diabetics having lipid profile	97%	97%	98%	88%
% LMHP diabetics having microalbuminuria test	95%	95%	96%	57%
% LMHP diabetics having foot exam	N/A	79% ⁽²⁾	97%	65%

5 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.

% Exercise goals met by Wellness patients	LMH 2003 N/A	LMH 2004 ⁽³⁾ 99.1%	LMH 2005 98.5%	LMH Goal greater than 95%
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6 Licking Memorial Health Systems offers special classes and services for people with diabetes. Certified diabetes educators, registered nurses, dietitians and pharmacists teach classes and help participants set and meet personal goals.

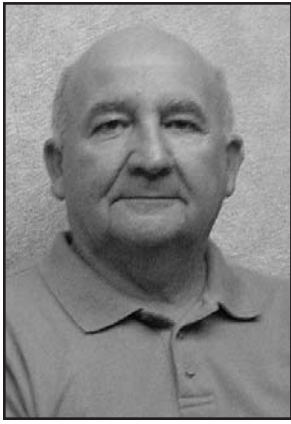
% Goals met by diabetic education graduates-within six weeks	LMH 2003 N/A	LMH 2004 ⁽³⁾ 94.5%	LMH 2005 91.9%	LMH Goal greater than 75%
% Goals met by diabetic education graduates-within three months	N/A	95.7%	92.7%	greater than 80%

Data Footnotes:

(1) NCQA. State of Health Care Quality Report, 2003. (2) Measure definition changed in 2004.

(3) Measurement reflects patients in the program as of June 2004, and measurement began in 2004.

Living With Diabetes - A Patient's Story



Frank Miller is living with diabetes thanks to the nutrition and exercise information he learned at the Diabetes Self-Management classes at Licking Memorial Health Systems.

Frank Miller was getting the results back from his yearly work physical when it was discovered that his fasting blood sugar was high. "After my physical, they wanted me to get further testing – the hemoglobin HbA1c test. My HbA1c results were more than 7 percent," said Frank. As a result of his further testing, Frank was diagnosed with Type 2 diabetes and went on prescription medication, which he was prescribed to take twice daily. "I have had diabetes for about two years now," said Frank.

Type 2 diabetes is the most common form of diabetes. In

Type 2 diabetes, either the body does not produce enough insulin or the cells ignore the insulin. Insulin is necessary for the body to be able to use sugar. Sugar is the basic fuel for the cells in the body, and insulin takes the sugar from the blood into the cells. When glucose builds up in the blood instead of going into cells, it can cause two problems: right away your cells may be starved for energy, over time, high blood glucose levels may harm your eyes, kidneys, nerves and/or heart.

Shortly after Frank's diagnosis, his wife Nora, who is a retired nurse from Licking Memorial Hospital (LMH), was reading in a LMH newsletter about the Diabetes Self-Management classes that were available at the Hospital. "I made an appointment with my physician to see if I could get a referral to get into the class," said Frank. In the Diabetes Self-Management classes, Frank learned more about diabetes, the importance of monitoring his blood glucose, medications for Type 2 diabetes as presented by a pharmacist, tips for meal planning, carbohydrate counting and dining out, sick-day management, chronic complication and other general health concerns. "The classes were very good – I learned a lot about the nutrition part of living with diabetes," said Frank. "The hardest thing for me to give up was the breads and pasta – but they taught me ways and gave me recipes where I could eat some. I did have to cut a lot of these favorites out of my diet."

Another beneficial aspect of the Diabetes Self-Management classes is the handouts and recipes that they provide. "It was great to have a handout explaining how the different foods react with your system," Frank said. Throughout the four-day classes, a registered pharmacist, a registered nurse who is a certified diabetes educator, and a registered dietitian who also is a certified diabetes educator provided the health and diabetes information. "It is very beneficial to have the pharmacist come in and explain the different medications and answer any ques-

tions one may have about the medication that one is currently taking," said Frank.

Today, Frank is still following what he learned from the LMH Diabetes Self-Management classes. "Frank did very well in the class. He has had his six-week and three-month follow-up checks and is still doing great," said Loretta McCollum, R.N., certified diabetes educator. "My last two HbA1c test results showed my levels were now below 7 percent. I have lost 8 pounds, and I am down to only one pill per day," said Frank. "I am doing so well from the information I learned from the classes."

Frank has been a resident of Newark for more than 40 years. He and Nora have four children and 11 grandchildren. He is retired from the Newark Air Force base and currently is working for Safety Kleen Corporation.

"The classes were very good - I learned a lot about the nutrition part of living with diabetes."

Living With Diabetes

More than 20 million Americans suffer from diabetes. Diabetes has quickly become an epidemic concern in the United States. One of the most important steps a person can do if diagnosed with diabetes is to become educated about the disease. Becoming an informed manager and learning to make informed decisions based on accurate information can reduce the risks of complications often associated with diabetes.

The American Association of Diabetes Educators has identified seven self-care behaviors that are important in learning to be an effective self-manager. These behaviors include healthy eating, being active, blood glucose monitoring, taking medication, problem solving, healthy coping and reducing risks. Each one of these areas is very important and plays a significant role in helping to keep one healthy while learning to live with diabetes.

Healthy eating includes eating a variety of foods like fresh fruits, vegetables and lean meats. It is best to avoid fried foods and sweets. Watching portion sizes is also beneficial. It is important to consider meeting with an outpatient dietitian to help you meet your dietary needs and set up a dietary plan. Being active may include a brief walk – a 10-minute walk is a great stress reducer, helps to reduce blood sugar and may even help with weight reduction. It would be a good idea to check with

your doctor if you have not been active for a while. Be sure to take your medication at the correct times, as directed by your doctor. Having diabetes brings a whole new set of issues and concerns into one's life. It is important to learn how to identify these issues and ways to manage them. Diabetes, if left untreated, can cause long-term complications that are devastating. Learning what to do to keep blood sugars, blood pressure and cholesterol levels within target range can reduce the risk of long-term complications.

Licking Memorial Health Systems (LMHS) offers a diabetes class series designed to provide people who have diabetes with the knowledge, training, problem solving and coping skills to develop and enhance their own self-management. Enrollment in the series requires a physician referral.

The American Diabetes Association recognizes the diabetes self-management classes offered by LMHS. As educators at LMHS, we are committed to providing the people of our community with the latest, up-to-date information and education for diabetes self-management.

Diabetes Self-Management Classes



Loretta McCollum, R.N., C.D.E., teaching a diabetes education class.

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 diabetes educators, registered nurses, dietitians and pharmacists teach classes. They are offered once a week for four weeks on every Tuesday morning from 9:00 to 11:00 a.m.; Tuesday and Wednesday afternoons

from 1:00 to 3:00 p.m.; and on Wednesday evenings from 7:00 to 9:00 p.m. in LMHS' Tamarack III building, located at 1915 Tamarack Road in Newark. Participants must receive a physician referral to attend. To register for these classes, please call Central Scheduling at (740) 348-4722. 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 contact his/her physician regarding the LMHS Diabetes Self-Management classes. 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. To register for a consultation, please call Central Scheduling at (740) 348-4722. For more information please call a LMHS Dietitian (740) 348-1455 or (740) 348-1456.

The more you know about diabetes care, the more flexibility you'll have in creating a lifestyle around diet and exercise that is custom tailored to your needs.