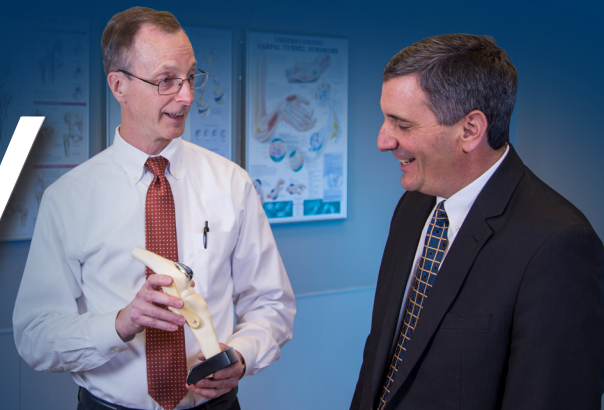


Licking Memorial Health Systems Quality Report Card

Volume 27, Issue 9

September 2026

DIABETES CARE



Navigating a Diabetes Diagnosis

Diabetes is a chronic health condition that affects more than 40 million people in the United States, with approximately 1.5 million new diagnoses each year. Receiving a diabetes diagnosis can feel overwhelming and confusing. Many individuals have questions about how diabetes will affect their daily lives and long-term health. Fortunately, patients do not have to manage diabetes alone.

The American Diabetes Association recommends a comprehensive, team-based approach to diabetes care. While every healthcare system and provider may coordinate care differently, the American Diabetes Association outlines a four-visit framework designed to help individuals transition from an initial diagnosis to confident, long-term diabetes self-management. Depending on a patient's needs, these visits may occur in a different order, be combined, or involve additional healthcare professionals.

The first step after diagnosis typically includes an initial assessment and education. Patients often meet with a nurse, diabetes educator, or another member of the healthcare team to review their type of diabetes, prescribed medications, and blood glucose targets. Patients are also taught how to monitor their blood glucose, use a blood glucose meter, and recognize signs of high and low blood sugar. Some individuals may also be evaluated for a continuous glucose monitor (CGM), a wearable device that measures glucose levels throughout the day without the need for routine finger-stick testing.

Another important early visit is with the patient's primary care physician (PCP) or other diabetes care provider. During this appointment, the provider reviews blood glucose readings, laboratory results, medical history, and other health conditions to develop an individualized treatment plan. To help guide treatment decisions, patients are encouraged to bring recent laboratory results, such as an A1C, lipid panel, and kidney function tests, if available, along with their current medications, a food and activity log, and any questions they would like to discuss.

Many patients also benefit from participating in a Diabetes Self-Management Education and Support (DSMES) program. DSMES provides evidence-based education that helps individuals develop the knowledge, skills, and confidence needed to successfully manage diabetes. Programs are led by Certified Diabetes Care and Education Specialists (CDCES), registered dietitians, pharmacists, nurses, and other healthcare professionals with specialized training in diabetes care. The education focuses on healthy eating, physical activity, medication management, problem-solving, reducing the risk of complications, and building healthy coping strategies.

Licking Memorial Hospital (LMH) offers DSMES classes by physician referral. The program consists of two three-hour sessions offered monthly, with both morning and evening class options available. Morning sessions are held from 9:00 a.m. to 12:00 Noon, and

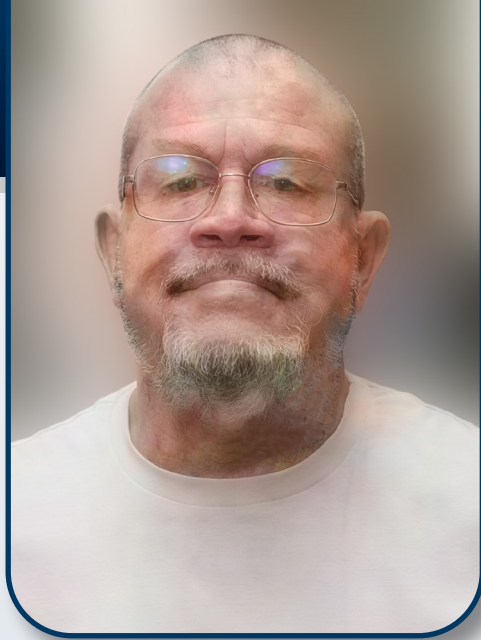
evening sessions are held from 4:00 to 7:00 p.m. All classes are held at the Licking Memorial Diabetes Learning Center, located at 1865 Tamarack Road in Newark.

For patients who need additional guidance and support with diabetes management, a referral may be made to a registered dietitian. Medical Nutrition Therapy (MNT), also known as medical nutrition counseling, helps people with diabetes make healthy food choices to better manage their blood glucose. During one-on-one appointments, a registered dietitian provides personalized guidance on meal planning, carbohydrate intake, weight management, and other nutrition topics based on each person's individual needs and goals. LMH offers MNT services at 1865 Tamarack Road. A physician referral is required.

Follow-up appointments with the patient's PCP or diabetes care provider are an essential part of ongoing diabetes management. These visits provide an opportunity to review blood glucose trends, adjust medications if needed, monitor for diabetes-related complications, and discuss preventive care, including annual dilated eye examinations, routine dental care, and regular foot examinations. Over time, the frequency and type of follow-up visits will vary based on each person's health, treatment plan, and individual goals.

Additional diabetes education and ongoing management are also available through the LMH Medication Therapy

Navigating a Diabetes Diagnosis (continued on back)



Patient Story – Paul Johnson

She then referred Paul to the Diabetes Self-management Education and Support (DSMES) program offered by Licking Memorial Hospital (LMH).

"I enjoyed the classes. The educators were very instructive, thorough, patient, and to the point," Paul shared. "They explained things well so that it was easy to understand and never boring. I think it is amazing that LMH cares enough about patients that they offer this education."

DSMES is a program that helps people gain the knowledge and skills they need to manage diabetes and related conditions. Individuals who participate in DSMES classes experience positive impacts in their lifestyle, such as changes in eating patterns and activity levels, improved A1C levels, the prevention or delay of diabetes complications, and improved quality of life. Studies also confirm that there are reduced hospital admissions and readmissions due to participation in DSMES classes, making the program a cost-effective tool for patients and healthcare facilities.

Over a six month period, adhering to the information provided by the instructors, Paul modified his diet and exercise regimen. He now takes time to consider whether he can walk instead of drive to accomplish an errand. If the trip is one mile or less, Paul opts to walk. Since making the lifestyle changes, he lost weight and lowered his A1C to the prediabetes level. He continues looking for ways to become more active.

"I thought the classes contained a lot of good information. It would be great if everyone could participate because changing certain habits would benefit the health and well-being of anyone with health issues," Paul said. "The classes

assist in taking stock of how you eat and your activities, but more importantly, they encourage people to care about themselves. It has been a long time since I felt proud and loved myself. The entire experience has been so positive. The one piece of advice I offer my children and grandchildren is that if you spend more time taking care and thinking about yourself, you will be truly well-off."

LMH offers DSMES classes through a physician referral for patients with diabetes. The classes are a series of two, 3-hour sessions. Participants may choose to attend classes on the first and second Wednesday of each month, from 9:00 a.m. to 12:00 Noon, at the Gerald K. McClain Building, located at 20 West Locust Street in Downtown Newark, or on the third and fourth Wednesday of each month at the Licking Memorial Diabetes Learning Center, located at 1865 Tamarack Road in Newark, from 3:00 to 6:00 p.m. Information on programming and course fees can be found by calling (220) 564-4915.

Paul Johnson III was born in New York and spent time in Cleveland before moving to Licking County. His family has a long history in the area going back to the 1800s. When Paul was 25 years old, he decided to move to Licking County to discover his roots. During his initial visit, Paul discovered more than family history. He enjoyed the quiet and charm of the community, and met someone special. He married Pam and the couple raised their three children in Licking County. They have been together for 45 years and now have five grandchildren.

The family has often relied on Licking Memorial Health Systems for their care, and Paul is a patient of Suba Pathmanathan, M.D., of Licking Memorial Internal Medicine. Not long ago, Dr. Pathmanathan informed Paul that his A1C level, or average amount of sugar in the blood, was rising, and that she would like for him to have a blood test every 90 days to monitor his A1C. He was soon diagnosed with prediabetes, meaning his blood sugar level was higher than normal, but not high enough to be considered type 2 diabetes.

After another A1C test, Paul's blood sugar level reached 6.6, in the range for a diagnosis of type 2 diabetes. Dr. Pathmanathan spoke to Paul about changing a number of lifestyle habits such as diet and exercise to lower his A1C.

Diabetes Care – How do we compare?

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare to benchmark measures. Then, we publish the information so you can draw your own conclusions regarding your healthcare choices.

1. The hemoglobin A1C (HbA1C) test is a simple lab test that shows the average amount of sugar (also called glucose) that has been in a person's blood over an extended period of time. While having the testing done is important, the test results (or outcomes) indicate how well the physician, in collaboration with the patient, is managing the disease. The goal for most people with diabetes is 7% or less.

	LMHP 2023	LMHP 2024	LMHP 2025	National ⁽¹⁾
LMHP patients with diabetes with HbA1C less than or equal to 7%	53%	52%	55%	38%

2. People with diabetes are at high risk for heart disease. An elevated LDL ("bad") cholesterol test reveals if an individual has unhealthy fat levels, which increase the risk for heart disease – a very serious complication of diabetes. An LDL level of 100 milligrams per deciliter (mg/dL) or less is considered best for heart health.

	LMHP 2023	LMHP 2024	LMHP 2025	National ⁽¹⁾
LMHP patients with diabetes with LDL less than or equal to 100 mg/dL	77%	73%	79%	48%

3. The Community Case Management (CCM) program at Licking Memorial Hospital (LMH) provides services to people with diabetes in the community including the Diabetes Self-Management Education & Support program. The American Diabetes Association recommends that a person with diabetes should have an HbA1C blood test at least every six months to monitor glucose levels. LMH staff members work closely with patients and their physicians to ensure that this test is performed as recommended in order to manage each patient's condition better.

	LMH 2023	LMH 2024	LMH 2025	LMH Goal
Diabetes Self-management Education & Support participants who obtained an HbA1C test	98%	100%	100%	Greater than 85%

4. Much of the care that patients with diabetes receive takes place in the outpatient or physician office setting. The physician offices of Licking Memorial Health Professionals (LMHP) measure the most critical indicators for diabetes care.

	LMHP 2023	LMHP 2024	LMHP 2025	National
LMHP patients with diabetes having HbA1C test	78%	78%	78%	88% ⁽¹⁾
LMHP patients with diabetes receiving eye exam	51%	46%	44%	58% ⁽¹⁾
LMHP patients with diabetes having foot exam	73%	58%*	67%	80% ⁽²⁾
				LMHP Goal
LMHP patients with diabetes having lipid profile	88%	88%	86%	90%
LMHP patients with diabetes having microalbuminuria test	73%	70%	71%	85%

*A new workflow to collect the data elements for a foot exam was implemented in 2024 into the electronic health record, Epic.

Data Footnotes:

(1) Average of reported Commercial, Medicare, and Medicaid/HEDIS measures.

(2) National Committee for Quality Assurance – NCOA Diabetic Recognition Program

Check out our Quality Report Cards online at LMHealth.org.



Clinic. The Clinic's specially trained pharmacists, nurses, and dietitian provide individualized education on blood glucose monitoring, medication management, healthy eating, and lifestyle modifications. Staff can also assist patients with insulin pumps and CGMs. Services are available by physician referral, and follow-up visits are scheduled every two to eight weeks based on each patient's needs and treatment goals.

Although every person's diabetes journey is unique, early education, regular follow-up, and support from a multidisciplinary healthcare team can help patients gain the knowledge and confidence needed to successfully manage their condition and reduce the risk of long-term complications.

Preventive Care for Diabetes Patients

Managing diabetes requires routine screenings to maintain health and prevent serious complications from occurring. Chronic high blood sugar damages the body's blood vessels and can lead to serious health conditions such as heart, kidney, and eye disease. The following health exams are the most critical for diabetes patients to ensure that their blood sugar, cholesterol, and blood pressure levels are within a healthy range, and to detect any potential complications.

A1C test – a blood test that measures the average blood sugar levels over a period of two to three months and shows how well a person's blood sugar is controlled. For most patients, an A1C result that is at or below 7 percent is good. Patients can have this test as often as every three months.

Albumin-to-creatinine ratio (ACR) – this test measures the amount of albumin – a type of protein – in the urine. Too much of this protein can be a sign of kidney damage. The ACR test should be performed annually to prevent or slow the progression of kidney disease.

Blood pressure – a person with diabetes has a greater risk of high blood pressure, which can increase the risk of a heart attack or stroke. Blood pressure should be checked regularly.

Ankle-brachial index – patients who have symptoms of peripheral artery disease (PAD) will have a blood pressure reading taken at their ankle. The results are compared with their regular blood pressure reading to screen for PAD.

Cholesterol – having diabetes increases a person's risk of heart disease. Patients should check their cholesterol levels at least once a year as part of their wellness exam.

Foot exam – according to the American Podiatric Medical Association, half of people with diabetes will lose feeling in their feet and lower extremities. A complete foot exam includes a check for reflexes, calluses, infections, sores, and loss of feeling. This exam should be performed at every office visit.

Eye exam – an ophthalmologist will dilate the eyes to check for damage of the blood vessels in the eyes. The exam should also include a check for early signs of glaucoma, cataracts, and diabetic retinopathy.

Dental cleaning and exam – high glucose levels in saliva create an ideal environment for bacteria, making individuals with diabetes more prone to severe gum disease. Dental exams should occur every six months.



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Visit us at [LMHealth.org](https://www.LMHealth.org).

Please take a few minutes to read this month's report on **Diabetes Care**. You will soon discover why Licking Memorial Health Systems is measurably different ... for your health!

The Quality Report Card is a publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (220) 564-1572 to receive future mailings.

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