

## Diabetes-Care Plan Talking Points

### I. General Instruction-Need to teach this to all consumers with diagnosis:

#### Do you know what diabetes is?

- ❖ Have you heard of people with “high sugar?” Some people call diabetes, “sugar”  
Diabetes is an illness that prevents your body from using sugar from food the right way.
- ❖ When you eat, your food is broken down into a sugar called glucose. Glucose gives your body energy. To use the glucose, your body needs insulin. When you have diabetes, your body either doesn't make enough insulin or can't use the insulin it makes well and the sugar floats around in your blood instead of going into your cells.
- ❖ Diabetes is inherited. It runs in families. You don't get it from eating “too much sugar”
- ❖ There is no cure for diabetes and it is not your fault but it is your job to take care of yourself. You can live a long and healthy life by taking your medicines, eating right, and exercising. Sometimes with Type 2 Diabetes, if you exercise and lose weight, you can stop taking medications altogether because your body can use the insulin that it makes to meet your needs.

#### Do you know what insulin is?

- ❖ Insulin is a substance made in the pancreas - It helps people use sugar correctly. In type 2 diabetes, your body makes insulin, but the insulin doesn't work correctly. In Type 1 diabetes, your body doesn't make insulin.

#### Managing Diabetes

- ❖ With treatment for diabetes you can prevent: heart disease, heart attack, stroke; eye problems like trouble seeing or going blind; your hands and feet hurting, tingling, or feeling numb; losing a foot or a leg; cause kidney disease so that they stop working; gum disease and loss of teeth
- ❖ With blood sugar under control you will: feel less tired and have more energy, be less thirsty and have more energy, heal better, have fewer skin and bladder infections, have fewer problems with your eyes, feet, and gums, live longer
- ❖ Even SMALL weight loss helps and exercise helps even without weight loss.
- ❖ Important to see the Dr. as recommended to keep disease under control. Consumer must have a primary care Dr. that they see to manage this condition at all times.

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- ❖ Goal of diabetes treatment is to keep your blood sugar level as close to normal as possible. Much like a scale we need to balance out the amount and types of food that you are eating with the amount of insulin that your body is naturally making or that is being given to you through medication like pills or insulin



- ❖ Signs of a diabetes emergency: **CALL YOUR DR. RIGHT AWAY OR GO TO ER**
  - You feel too sick to eat normally and you can't keep food or liquids down for more than 6 hours
  - You have 5 or more loose bowel movements in a day
  - You lose 5 pounds or more without trying to
  - Your temperature stays over 101 F
  - Your blood glucose is lower than 60 or stays above 300 even after treatment ( a general rule but follow specifics if physician provides numbers for individual consumer)
  - You are having trouble breathing
  - You feel constantly sleepy or can't think clearly

- ❖ Your blood sugar can go out of balance in two ways:

A. Hyperglycemia-Blood Sugar is **TOO HIGH**



1. Blood Sugar can get too high if you: eat more than usual, eat foods high in sugar, exercise less than usual, have a lot of stress, have an infection or other illness, don't take enough insulin or other diabetes medicine, take certain medications (your doctor will tell you which ones)

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2. Symptoms: Dry Mouth, Being Extremely Thirsty (even after drinking water) Urinating Often, Diarrhea or Nausea/Vomiting, Feeling Tired All the time, Having blurred vision, Losing weight without trying to. If blood sugar is very high, you can have stomach pain, feel sick to your stomach or throw up.

**If these symptoms happen, test your sugar right away then call your doctor!**

#### B. Hypoglycemia-Blood Sugar is **TOO LOW**



1. Blood sugar can get too low if you: eat less than usual, delay or skip a meal, exercise more than usual, take too much insulin or other diabetes medicine
2. Symptoms-Hungry, Shaky/Weak/Clammy, Blurred vision/Glassy Eyes, Dizzy/Headache, Sweaty/Flushed/Hot, Tired/Drowsy, Mood/Behavior Change, Inattentive/Spacey, Slurred/Garbled Speech

**If these symptoms happen, test your sugar right away then call your doctor! If individual is confused/unable to follow commands, unable to swallow, unable to awaken (unconscious), or is having a seizure or convulsion, GIVE GLUCAGON OR CALL 911 per ER Plan**

**Interventions/Problem Solving-Use What is Diabetes?, Why Treat Diabetes, What Affects Blood Sugar?, Hyperglycemia and/or Signs of High Blood Sugar, and Hypoglycemia and/or Signs of Low Blood Sugar, Signs Of Diabetes Emergency Handouts and other information in General Information Folder in Google Docs.**

## II. My Diabetes Self Management Goals- Diabetes-Care Plan Talking Points

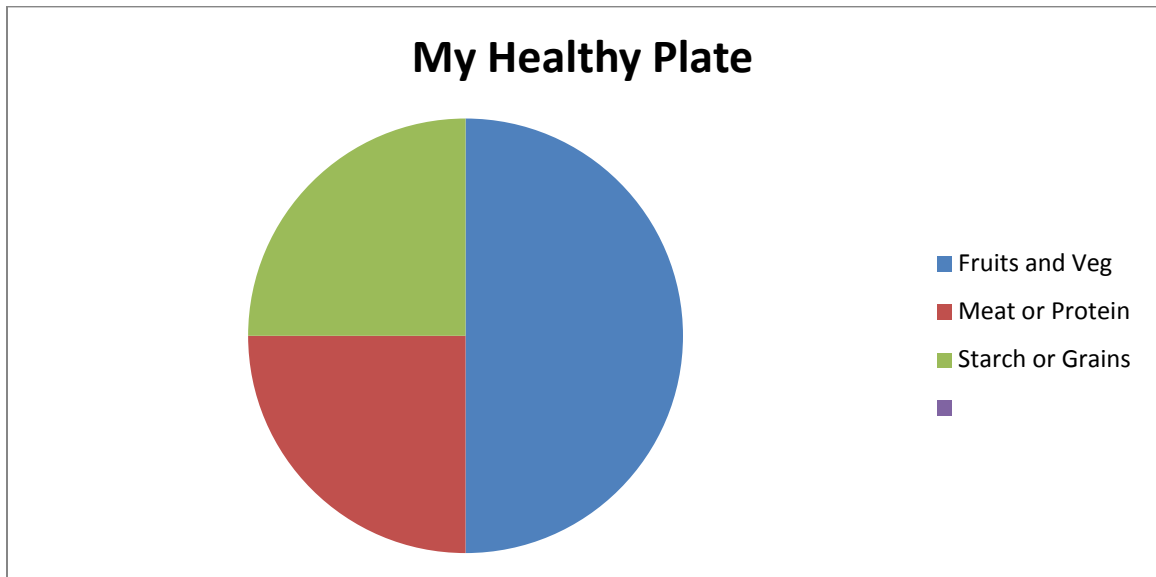
### 1. Eat a Healthy Diet with less salt-

- A. Limit your salt to ¼ teaspoon or less (1500 mg or less each day)-read food labels; most salt eaten comes from processed and restaurant foods-try to avoid them, wash and drain canned foods before using them; do not add any salt when cooking, try to cut back the amount of salt that you put on your food until you don't use any at all.
- B. Limit bad fats-choose slim or low-fat dairy products, cook with small amounts of olive or vegetable oil, replace high-fat sauces with vinegars, mustards, lemon juice and make your own salad dressing or use olive oil on salads, do not buy products with “partially hydrogenated oils” in the ingredients, skip all fried foods, high fat meat, dishes with cheese, dishes with butter or cream sauces, sour cream, biscuits, and baked goods
- C. Eat good carbohydrates- they are fuel for the body-good carbs-used more slowly in the body like whole grain bread or vegetables, higher in fiber and vitamins, better for diabetes because blood sugar goes up more slowly, give you more energy for longer periods, sources-whole-grain cereals, oatmeal, brown rice, whole grain bread, fruit, vegetables, and low-fat dairy; bad carbs-used up more quickly by the body, cause blood sugar levels to go up too fast, can make your diabetes worse, give you energy fast but then make you crash and feel tired, sources-white sugar, white bread, white rice, soda or pop, sweetened drinks like koolaid, alcohol, and sweets like cookies, cake, donuts, and candy. Important to choose good carbs as often as possible to help keep blood sugar stable and balanced
- D. Eat breakfast every day, eat every 4-5 hours while you are awake, eat small meals as well as small healthy snacks between your meals

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E. Divide your plate into 4 sections:

1.  $\frac{1}{2}$  vegetables and fruit-leafy greens, green beans, broccoli, cabbage, carrots, oranges, berries, melon, apples
2.  $\frac{1}{4}$  meat or other protein-fish, eggs, low-fat cheese, cottage cheese, soy, beans, tofu
3.  $\frac{1}{4}$  starch or grains-whole grain pasta, bread, rice, potatoes



4. On the side- one-ounce glass of low-fat milk or water

F. Diabetes Super Foods-beans-dry or canned (rinse before eating), green leafy vegetables like spinach, kale, collards, citrus fruit like oranges, lemons, grapefruit, sweet potatoes, berries, tomatoes, whole grains, nuts-esp. walnuts and almonds, fish like salmon, fat-free dairy products

G. Buying tips-cheaper to buy fruit and vegetables frozen or when in season-i.e. berries in the summer , canned or frozen fish cheaper than fresh, beans and rice are affordable

H. Need to make sure that you watch your blood sugar carefully if you get sick-especially if you are nauseated, are vomiting, or have diarrhea. If you are sick, contact your Dr. to see if they want you to change how you are checking your blood sugar, taking your medications, or eating.

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**Interventions/Problem Solving:** Determine if consumer is on a specific calorie diet.

a. If consumer is on a calorie diet, ask consumer if they understand how they are supposed to use it. If they can't explain or don't seem to understand what to do: Help client to record intake by using a written dietary 24 hour (or longer) recall that can be evaluated by a health professional; Refer consumer to their Medicaid Health Plan medical case manager so that consumer can be referred for diet class through local hospital and further medical management of diet can occur; Provide update to Primary Care Dr. on Coordination of Care Form/phone call as to difficulty with following diet. b. If not on specific calorie controlled diet, provide referral for class through MSU extension on food preparation, shopping, label reading, etc. to assist with specific skill needed toward healthier eating patterns. **Use What I need to know about Eating and Diabetes Brochure and other information in Eat a Healthy Diet/Lose Weight Folder in Google Docs.**

- 2. Keep my Hgb A1C below 7-**This blood test is done by your Dr. and shows your average blood sugar level over the past 2-3 months and tells you how well your blood sugar is being controlled over time. The A1C goal for most people with diabetes is 7 or below but your Dr. will determine what level is best for you.

**Interventions/Problem Solving:** Does consumer have prescription for test to be done and do they know where to go?, Can consumer get to Dr. or lab for blood test to be done-if transportation a problem Medicaid Health Plan can provide transportation. Coordinate with Primary Care Dr. as needed. **Use Keep Your Diabetes Under Control Brochure in Keep My HgbA1C below 7 Folder in Google Docs.**

- 3. Take My Medication Everyday-**Take your psychiatric and other medications prescribed to you every day at the same time. Make sure to follow all instructions when you take your medications. Pay attention to how your body feels when you take your medications. If the medications make you feel bad, your Dr. can adjust your medications to make you feel better. Insulin or pills are important in lowering your blood sugar and reduce the risk of complications from diabetes like heart or kidney disease. Insulin is a hormone that helps the body use glucose for energy. Follow your Dr.'s instructions as to how, where, and when to inject it. Diabetic Pills lower your blood sugar. Your medication should always be taken with meals. Don't take an extra pill if you miss a pill.

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**Interventions/Problem Solving:** Does consumer understand how and when to take medications and what medications do? Does consumer need help from relative or friend to take medications, med box, alarm on phone, associate med. taking with another daily task such as brushing teeth, eating a meal, etc.? Does consumer understand side effects of meds and when to report side effects to Dr.? Does consumer feel comfortable discussing with Primary Care Dr. or Psychiatrist why or why not meds are being taken and adjusting plan as needed? Coordinate with Primary Care Dr./Psychiatrist as needed regarding meds. Need to develop emergency plan with consumer if insulin dependent. Use of glucagon/glucose jell and/or carrying rapid sugar at all times. **Use Diabetes Medication Guide Brochure and other information in Take My Medication Everyday Folder in Google Docs.**

- 4. Check My Blood Sugar-**Your Dr. will determine how often they want you to use your meter to test your blood sugar. The blood test uses a small amount of blood to show how much glucose is in your blood at the time of testing. Self tests are done usually done before meals, after meals, and at bedtime. Your Dr. will also decide what the numbers should be for you. If the numbers are not within the range the Dr. wants them to be, your Dr. will help you to adjust your meals, activity, and medications to get them back within range. It is important to do these blood tests when the Dr. wants you and to write down the results of the tests to report to the Dr. so that the Dr. can help you to keep your diabetes in better control.

**Interventions/Problem Solving:** Determine if consumer knows how to pick finger with lancet device, put sample on test strip, insert into machine, get reading, and record reading. Determine if consumer knows how often they are supposed to check their blood sugar, when or if they should call Dr. with readings, and what their target blood sugars are before and after meals-as designated by the Dr. If consumer seems hesitant or unsure as to any part of the procedure: Refer consumer to their Medicaid Health Plan medical case manager so that consumer can be referred for further teaching on the use of the monitor by a skilled nursing agency; Provide update to Primary Care Dr. on Coordination of Care Form/phone call as to difficulty with using monitor. **Use Know Your Blood Sugar Numbers Handout in Check My Blood Sugar Folder in Google Docs.**

- 5. Be Physically Active-**It is important for your overall health but especially with Diabetes to stay active. Being active lowers your blood sugar and cholesterol, lowers your blood pressure, improves your mood, builds muscle and tones your body. Check with your Dr. before you start any exercise. Once Dr. says it is ok, start at 1-2 days per week and increase to 5 days per week. When you exercise, start with 5-10 minute sessions and work up to 30 minute sessions. While you are physically active, you should be slightly

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out-of-breath and still able to talk but not to sing. You need to wear good shoes and socks, check your feet daily for cuts and sores and call Dr. if you get any that don't go away, and drink plenty of water. You need to check with your Dr. whether you need to have a snack before or after your exercise as well.

**Interventions/Problem Solving:** Determine if consumer has discussed exercise plan with Dr. and if Dr. recommended exercises. Dr. needs to ok exercise before it starts. If Dr. ok's exercise, involve consumer in developing exercise plan with measurable goals, involve with peer support and WRAP program for encouragement toward goal accomplishment. **Use Be Active When You Have Diabetes Patient Brochure and Health Instructor Guide and other information in Be Physically Active Folder in Google Docs.**

**6. I Need Help-**Diabetes has many things that you need to watch including your blood sugar, your diet, eyes, feet, etc. and it can feel very overwhelming. Many people worry that they won't be able to manage both a physical and mental health condition and it is hard sometimes. It is common for people who are coping with illness to stay home and avoid others and any outside activities. If you are willing to keep learning, trying your best, and asking for help when needed, you can live a healthy life even with multiple health issues.

**Interventions/Problem Solving:** There are many resources available to help you to manage your diabetes. We can help you to find classes on diet in diabetes, exercise, etc. We can set you up with a peer support person who can support you in doing the things you need to do to stay healthy. What do you need? Refer consumer as needed. **Use Diabetes Support Groups in I Need Help Folder in Google Docs.**

**7. Check My Feet Everyday-**Diabetics are more likely to have problems with their feet so it is important to take good care of them. Check your feet everyday for cuts, sores, or blisters. Call your Dr. right away if you get sores or blisters on your feet. Check them if you've hurt or bumped them in any way. Use water-based moisturizer on your feet but NOT between your toes. Wear cotton or wool socks. No elastic socks, nylons, or tights. Keep clutter off of the floor to avoid hurting your feet. Do not walk barefoot at home. Wear sturdy and comfortable shoes. Test water before getting into the shower or bath tub so you don't burn yourself. If possible, see a foot Dr. to have your toenails cut. If you cut them at home, cut them in a straight line with toenail clippers-not scissors. See a foot Dr. at least once a year for an exam or more frequently if you are having problems.



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**Interventions/Problem Solving:** Ask consumer if Primary Care Dr. has referred them to a Podiatrist. If so, encourage follow-up. If not, refer consumer to podiatrist if does not have one already. If consumer is on Medicaid, you can check Managed Care website for list of Podiatrists accepted by plan. **Use Keep Your Feet and Skin Healthy Brochure and other information in Check My Feet Everyday Folder in Google Docs.**

**8. Stop Smoking-** Smoking slows the flow of blood in your body and can damage your eyes, heart, kidneys, etc.

**Interventions/Problem Solving:** Are you interested in learning more on how you can reduce or stop smoking? Do you want a class, peer support, etc. to help you? Work with consumer on behavior modification techniques. Check with consumer's Medicaid Managed Care Plan to see if smoking cessation class offered. Contact Primary Care Provider to see if medication can be given to assist with smoking cessation. **Use Keep Your Heart and Blood Vessels Healthy Brochure and other information in Stop Smoking Folder in Google Docs.**

**9. Eye Exam Every Year-**Diabetic eye disease is a serious problem that can lead to a loss of sight. You can begin to develop problems even when eyesight is good. You need to see your eye Dr. at least once a year. Keeping your blood sugar normal can prevent or delay eye disease. Keeping your blood pressure under control is also important. Some signs that you are having eye problems are-blurred vision or seeing spots, seeing rings around lights, dark spots, or flashing lights, pain in your eyes. If you are having any of these problems, you need to report these to your eye Dr.

**Interventions/Problem Solving:** Ask consumer if Primary Care Dr. has referred them to an Optometrist or an Ophthalmologist. If so, encourage follow-up. If not, refer consumer to Optometrist or an Ophthalmologist if does not have one already. If consumer is on Medicaid, you can check Managed Care website for list of Optometrists and Ophthalmologists accepted by plan. **Use Keep Your Eyes Healthy Brochure and other information in Eye Exam Every Year Folder in Google Docs.**

**10.Tell Dr. and Pharmacist about any herbals or Over The Counter Meds-**Supplements or natural remedies like vitamins or herbs as well as any over the counter medications like Tylenol or Tums can interfere with any of the medicines that you are taking. Bring a list of all medications, supplements, and over the counter meds you are taking to all of your Dr.'s appointments. Keep a list of questions and side effects to discuss during health care visits.

**Interventions/Problem Solving:** Consumer should have basic understanding of medications-names, what each does, and side effects. Provide basic tool for consumer to keep track of

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current medications/update as needed. Encourage consumer to talk to Primary Care Dr. or Psychiatrist if problems with taking meds or having side effects and to take med list to all medical appointments. Encourage consumer to use only one pharmacy to fill all meds so Pharmacist can monitor for medication contraindications/interactions. **Use Talking to Your Dr. About Your Meds and Check Your Medications in Tell Your Dr. and Pharmacist about any Herbals or Over The Counter Meds Google Docs Folder.**

**11.Reduce Stress-**One of the experiences that makes it difficult to manage multiple health conditions is stress. It is crucial that you learn to manage stress for both your physical and emotional health. When you're stressed, your blood sugar levels rise. Stress hormones like epinephrine and cortisol kick in since one of their major functions is to raise blood sugar to help boost energy when it's needed most. Both physical and emotional stress can prompt an increase in these hormones, resulting in an increase in blood sugars. What stressors do you have and what plan can we put in place to bring them down?

**Interventions/Problem Solving:** Problem solve and put in place strategies for stress reduction for consumer. Work with consumer on behavior modification techniques. **Use Heart Disease Managing Stress in Reduce Stress Folder in Google Docs.**

**12.Lose Weight-** When you have diabetes, being overweight or obese increases your risk for complications. Watching your weight will help with keeping your blood sugar level as normal as possible. Losing just a few pounds through exercise and eating well can help with your diabetes control and can reduce your risk for other health problems. You will also have more energy and feel better in general. What is your goal for losing weight?

**Interventions/Problem Solving:** Problem solve and work with consumer on behavior modification techniques. **Use What I need to know about Eating and Diabetes Brochure and other information in Eat a Healthy Diet/Lose Weight Folder in Google Docs.**

**13.Monitor BP-**The goal for most people with Diabetes is below 130/80. High blood pressure makes your heart work too hard. It can cause heart attack, stroke, and kidney disease. You should have your blood pressure checked at each regular health care visit. You can also learn how to check your own blood pressure using a blood pressure cuff. Would you like a peer support specialist to help you learn how to take your own BP?

**Interventions/Problem Solving-** Refer consumer to peer support specialist to teach on self BP monitoring. Instruct consumer on importance of having BP checked at least 1-2 times per year

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and to follow-up with Primary Care Dr. if BP above 120 for the top number and above 80 for the bottom number. **Use Keep Your Heart and Blood Vessels Healthy Brochure and other information in Monitor BP Folder in Google Docs.**

**14. Dental Exam Every Six Months**-People with Diabetes are more likely to have problems with their teeth and their gums. Also, abnormal blood sugar can cause dental disease and dental infections can make blood sugar go up. Because of these issues, you need to see a dentist every six months. You should brush and floss your teeth at least twice a day using a soft brush and fluoride toothpaste. The signs that you have dental problems are: loose or missing teeth; sore, swollen, and red gums that bleed when you brush your teeth (gingivitis); gums shrinking and pulling away from your teeth (periodontitis)

**Inteventions/Problem Solving**-Use Tri-County Dental Society Website to find Dentist if does not have provider. **Use Keep Your Mouth Healthy Brochure and other information in Dental Exam Every Six Months Folder in Google Docs.**

**15. My Goal**- Help consumer set own goal related to Diabetes care.

**16. See My Dr.**-Provider will see based on needs but basic schedule for diabetic health visits: Once a year-cholesterol and triglyceride (type of blood fat) blood tests, complete foot exam done by a podiatrist-foot Dr., complete eye exam done by an optometrist or ophthalmologist- eye Dr., urine and blood test to check for kidney problems, flu shot-flu can lead to pneumonia or dangerously high blood sugar; Twice a year-Hemoglobin A1C blood test, weight, blood pressure. Should have a pneumonia shot(usually a onetime shot)-Diabetes increases the risk of death from infections of the lungs, blood, and/or lining of the brain and spinal column-the vaccine helps to prevent these illnesses. Should have a Hepatitis B shot-virus infects the liver and can become chronic and cause death. People with Diabetes have an increased risk of developing Hepatitis B. Ask your Dr. to develop a plan of care with you as to your medications, diet, blood sugar testing with your machine, blood tests that need to be monitored, etc. and give feedback as to how it is going.

**Interventions/Problem Solving**- **Use 4 Steps to Manage Your Diabetes for Life Brochure. Use Diabetes Action Plan, Diabetes Zones for Management, Diabetes Report Card Handouts and other information in See My Dr. Folder in Google Docs.**

\*Utilize Motivational Interviewing Techniques when addressing all areas with consumer to assist with disease management compliance. Additional Information Folder in Google Docs has information on kidney complications, neurological complications, etc..