

## Diabetes Disease Management

### Program Goal:

- To support medical management as recommended by nationally-accepted guidelines
- To enhance self management skills for diabetes patients through ongoing contact with a UniNet Disease Management nurse

Disease Management services are offered in Spanish or English according to patient needs identified by nursing assessment. Frequency of telephone contact may vary from daily to monthly calls, depending on the patient's current status. Services may include:

### Assessment and education

- Facilitating patient's participation in a formal outpatient diabetic education course offered in the community if appropriate
- One-on-one telephone education regarding medications, diet and exercise
- Written educational material as appropriate
- Ongoing telephone follow-up to assess and discuss:
  - ✓ Questions related to educational material
  - ✓ Adherence with medication regimen
  - ✓ Adherence to provider office visits, eye exams and routine testing
  - ✓ Self-monitoring blood sugars and patient response to results
  - ✓ Progress with increasing activity level
  - ✓ Adherence to dietary recommendations
  - ✓ Need for direct communication with referring provider for acute medical needs

### Support

- Attention to physical limitations and social/emotional concerns
- Managing lifestyle changes
- Adhering to medical plan
  - ✓ Ongoing encouragement to comply with recommended physician visits, tests, examinations and instructions