

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
1.	00:00:06:21	00:00:11:01	Hello and welcome to the Q-tips for your Ears podcast series.
2.	00:00:11:01	00:00:15:05	During these sessions, we are going to highlight a new topic
3.	00:00:15:05	00:00:19:13	to improve healthcare quality and patient outcomes. My name is
4.	00:00:19:13	00:00:23:18	Tammy Wagner and we are here with my colleague Kaiser. Hello.
5.	00:00:23:18	00:00:27:15	We are the quality improvement advisors for Great Plains
6.	00:00:27:15	00:00:31:16	quality innovation network and we appreciate you tuning in
7.	00:00:31:16	00:00:35:23	today. Our subject is diabetes, self management, education and
8.	00:00:35:23	00:00:38:23	support often referred to simply as a DSMS.
9.	00:00:38:24	00:00:43:07	Or diabetes education. November is National Diabetes Month, and
10.	00:00:43:07	00:00:47:11	this is a time when communities across the country team up to
11.	00:00:47:11	00:00:51:15	bring attention to diabetes. This here's focus is on managing
12.	00:00:51:15	00:00:55:13	diabetes by building your healthcare team and an integral
13.	00:00:55:13	00:00:59:14	part of that team. Our diabetes educators. These people are
14.	00:00:59:14	00:01:00:16	trained to help.
15.	00:01:01:08	00:01:07:00	People with type one and type 2 diabetes set reach and maintain
16.	00:01:07:00	00:01:09:01	their diabetes schools.
17.	00:01:10:19	00:01:15:21	So hello, Dee. Hello and hello to everyone listening. Would you
18.	00:01:15:21	00:01:20:15	explain to us what diabetes, self management, education and
19.	00:01:20:15	00:01:25:10	support is? Yeah. So I'll be glad to. So, diabetes education
20.	00:01:25:10	00:01:30:12	is an evidence based program to empower people with diabetes to
21.	00:01:30:12	00:01:35:01	navigate self management decisions and activities to help
22.	00:01:35:01	00:01:40:03	them manage their diabetes which in turn helps them with better
23.	00:01:40:03	00:01:40:17	health.
24.	00:01:40:18	00:01:44:19	Outcomes managing diabetes is different for everyone depending
25.	00:01:44:19	00:01:48:17	on their age, other medical conditions they may have, and if

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
26.	00:01:48:17	00:01:52:21	they live alone with family. Or maybe they're at a senior living
27.	00:01:52:21	00:01:56:19	residence of some type, such as independent living, assisted
28.	00:01:56:19	00:01:58:10	living, or a nursing home.
29.	00:01:59:05	00:02:03:08	There are different types of diabetes education. Some are
30.	00:02:03:08	00:02:07:16	free, some charger, insurance and billable diabetes services
31.	00:02:07:16	00:02:11:20	must meet certain standards to be officially accredited or
32.	00:02:11:20	00:02:15:23	recognized by either the Association of Diabetes Care and
33.	00:02:15:23	00:02:20:04	Education Specialists or the American Diabetes Association.
34.	00:02:20:04	00:02:24:03	And diabetes education is covered under Medicare Part B
35.	00:02:24:03	00:02:28:01	and most private health insurance companies because it
36.	00:02:28:01	00:02:32:00	is recognized as a part of comprehensive diabetes care.
37.	00:02:32:18	00:02:37:08	Most insurance plans, and that includes Medicare Part B, they
38.	00:02:37:08	00:02:42:03	cover up to 10 hours of diabetes education as an initial benefit
39.	00:02:42:03	00:02:46:00	and that initial benefit can be accessed at anytime.
40.	00:02:46:20	00:02:51:11	After your diagnosis, it doesn't have to just be during that
41.	00:02:51:11	00:02:56:06	first period when you get the diagnosis, it can be accessed at
42.	00:02:56:06	00:03:01:01	anytime. So after the initial benefit is used, those 10 hours,
43.	00:03:01:01	00:03:05:15	Medicare covers, 2 hours of education each calendar year as
44.	00:03:05:15	00:03:10:15	a follow up benefit and that can be with the diabetes educator or
45.	00:03:10:15	00:03:14:24	with the dietitian. So many health plans follow Medicare
46.	00:03:14:24	00:03:19:07	coverage. So you really want to check and make sure your
47.	00:03:19:07	00:03:20:11	insurance plan.
48.	00:03:21:11	00:03:25:21	Has it as a covered benefit? Sure. Thank you, Dean, that that
49.	00:03:25:21	00:03:30:00	first initial diagnosis of diabetes, there is so much that
50.	00:03:30:00	00:03:34:10	you need to learn. So much. So

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
			why is it important that people
51.	00:03:34:10	00:03:37:22	receive diabetes, self management, education and
52.	00:03:37:22	00:03:39:07	support? Well, that.
53.	00:03:40:08	00:03:44:12	Education is tailored to your individual needs, goals. It
54.	00:03:44:12	00:03:49:02	takes into consideration what's going on in your life. It's not
55.	00:03:49:02	00:03:53:11	a cookie cutter approach, so it's really the self management
56.	00:03:53:11	00:03:57:10	part. You have to choose for yourself what? OK, that's
57.	00:03:57:10	00:04:01:11	exactly right. So the that evidence based framework for
58.	00:04:01:11	00:04:05:11	this education, it has seven self-care behaviors that a
59.	00:04:05:11	00:04:09:01	person with diabetes really needs to learn about.
60.	00:04:09:24	00:04:10:24	And those are.
61.	00:04:11:16	00:04:15:19	Healthy coping with diabetes, healthy eating, being active,
62.	00:04:15:19	00:04:19:19	taking your medications, monitoring blood sugars and then
63.	00:04:19:19	00:04:24:04	problem solving when you aren't getting the blood sugar results
64.	00:04:24:04	00:04:28:02	you want and reducing risk factors that lead to diabetes
65.	00:04:28:02	00:04:32:05	related complications, which are things like chronic kidney
66.	00:04:32:05	00:04:36:11	disease, cardiovascular disease and blindness, just to name a
67.	00:04:36:11	00:04:36:18	few.
68.	00:04:38:12	00:04:44:00	Diabetes education that can be offered through in person, class
69.	00:04:44:00	00:04:46:19	and individual appointments and.
70.	00:04:47:12	00:04:50:19	Now it is able to be given online.
71.	00:04:52:08	00:04:55:24	Diabetes education has been shown to help a person with
72.	00:04:55:24	00:04:59:21	diabetes lower their A1C, which is that three month average
73.	00:04:59:21	00:05:03:23	blood sugar by as much as 1%. That's amazing how important the
74.	00:05:03:23	00:05:07:22	diabetes education is. You know, when you were talking about
75.	00:05:07:22	00:05:11:06	reducing risk factors that lead to diabetes related

Subtitle

Q-tips Diabetes V3.vtt

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76.	00:05:11:06	00:05:15:12	complications, those things like the chronic kidney disease, the
77.	00:05:15:12	00:05:19:10	cardiovascular disease, the blindness, you and I have talked
78.	00:05:19:10	00:05:22:20	about this before where I don't know that everyone.
79.	00:05:22:22	00:05:24:16	Understands the the.
80.	00:05:25:11	00:05:30:00	We call it thick, sludgy blood that's running through the the
81.	00:05:30:00	00:05:32:04	your veins, your arteries and.
82.	00:05:33:16	00:05:38:16	The chronic kidney disease, the cardiovascular disease and
83.	00:05:38:16	00:05:43:19	blindness. Can you explain that a little bit? Right, so when
84.	00:05:43:19	00:05:49:04	your blood sugar is high, it is thick and a good explanation of
85.	00:05:49:04	00:05:53:16	that is to think of your blood like ketchup. OK and.
86.	00:05:54:19	00:05:59:02	When the when the blood sugar is high, it can be as thick as just
87.	00:05:59:02	00:06:00:16	ketchup out of a bottle.
88.	00:06:01:20	00:06:06:17	And when I say hi, I mean in the 405 hundred level, so when when
89.	00:06:06:17	00:06:11:01	it's down where a target of between 100 and 200, you know
90.	00:06:11:01	00:06:15:14	think about ketchup that's pretty, pretty watery flows very
91.	00:06:15:14	00:06:20:09	quickly doesn't stick, it just is more like a watery substance.
92.	00:06:21:14	00:06:26:02	So that is why it's so important to get the tools you need to be
93.	00:06:26:02	00:06:30:06	able to self manage, problem solve and be able to know when
94.	00:06:30:06	00:06:34:03	you need extra help. You bet absolutely. So that thick,
95.	00:06:34:03	00:06:38:16	sludgy blood's not trying to get those through those little tiny
96.	00:06:38:16	00:06:43:01	tiny capillaries. Yes. And those teeny tiny capillaries are in
97.	00:06:43:01	00:06:46:18	places like our kidneys. It's our filtration system.
98.	00:06:46:18	00:06:51:04	Absolutely. And then the eyes, those tiny little vessels in the
99.	00:06:51:04	00:06:51:13	eyes.
100.	00:06:51:15	00:06:56:13	They they can't stand it and they burst and we call that the

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
101.	00:06:56:13	00:07:01:03	spider web. When you look through blood vessels that are
102.	00:07:01:03	00:07:05:24	damaged in the eye, it's like looking through a spider web.
103.	00:07:06:24	00:07:10:13	It's important, yes, alright. Who should receive diabetes?
104.	00:07:10:13	00:07:14:09	Self management, education and support. So the short answer is
105.	00:07:14:09	00:07:18:00	everyone with diabetes, it doesn't matter their age whether
106.	00:07:18:00	00:07:21:11	they have type one, whether they have type 2 or even pre
107.	00:07:21:11	00:07:25:07	diabetes. There are programs out there for people who have pre
108.	00:07:25:07	00:07:28:24	diabetes which we know is a precursor that if you don't it's
109.	00:07:28:24	00:07:32:21	kind of like a you know a kick in the ****. I guess you can say
110.	00:07:32:21	00:07:36:13	that if you don't make some changes in your lifestyle you're
111.	00:07:36:13	00:07:37:20	eating your activity.
112.	00:07:38:03	00:07:42:05	That the odds are very good that you could develop type 2
113.	00:07:42:05	00:07:46:13	diabetes. I have later on the bus. I know you did and you've
114.	00:07:46:13	00:07:50:20	done an amazing job at exercise and diet and weight loss and
115.	00:07:50:20	00:07:55:10	you're kind of our poster child for this. So I just did not want
116.	00:07:55:10	00:07:59:16	diabetes if I can help it stave it off as long as possible.
117.	00:07:59:16	00:08:02:10	Let's see. You're doing great work so.
118.	00:08:03:10	00:08:06:21	Umm, with that answer being everyone with diabetes, it's
119.	00:08:06:21	00:08:10:20	always good to include a family member or a caregiver to receive
120.	00:08:10:20	00:08:14:07	the education so they can support the person that has the
121.	00:08:14:07	00:08:17:17	diabetes and the day-to-day life, because diabetes just
122.	00:08:17:17	00:08:21:12	isn't something that you take care of by yourself, you have to
123.	00:08:21:12	00:08:23:22	have the support of family members and.
124.	00:08:25:10	00:08:28:23	As a diabetes educator myself, we used to say, you know, this

Subtitle

Q-tips Diabetes V3.vtt

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125.	00:08:28:23	00:08:32:10	is a family affair. This is not just something this person's
126.	00:08:32:10	00:08:36:02	gonna deal with, and it is going to affect everybody else in the
127.	00:08:36:02	00:08:39:15	family. So it's really good to bring some support person with
128.	00:08:39:15	00:08:39:20	you.
129.	00:08:40:09	00:08:44:16	Umm, the the more that they can help you with the day-to-day
130.	00:08:44:16	00:08:48:12	struggles, the better off everyone's gonna be. So. But
131.	00:08:48:12	00:08:52:05	there are actually four key times when a person with
132.	00:08:52:05	00:08:56:03	diabetes should seek out education. And that of course,
133.	00:08:56:03	00:09:00:17	you know the number one time is when they receive the diagnosis.
134.	00:09:00:17	00:09:04:13	There is a plethora of things tasks that a person with
135.	00:09:04:13	00:09:08:24	diabetes has to do. So of course that diagnosis and then every
136.	00:09:08:24	00:09:10:19	year because a lot of the.
137.	00:09:10:22	00:09:15:01	Diabetes care can change and things that would be things like
138.	00:09:15:01	00:09:16:16	new blood sugar testing.
139.	00:09:17:02	00:09:21:10	Umm, you know, continuous glucose monitoring, new testing,
140.	00:09:21:10	00:09:25:22	always new testing equipment and then medication options. You
141.	00:09:25:22	00:09:30:05	know, we're coming out with something new all the time for
142.	00:09:30:05	00:09:34:11	diabetes and when a person is not meeting their treatment
143.	00:09:34:11	00:09:38:17	goals, which would be blood sugars running high or low or
144.	00:09:38:17	00:09:40:15	that A1C is not in target.
145.	00:09:42:00	00:09:45:22	Umm, if complications from diabetes develop, so if you go
146.	00:09:45:22	00:09:50:04	in for your annual checkup and they do kidney function test and
147.	00:09:50:04	00:09:54:03	you know the provider says we would, looks like you've got
148.	00:09:54:03	00:09:57:21	some indication that the diabetes could be hurting your
149.	00:09:57:21	00:10:02:05	kidneys. Well, that's definitely a time to go in and and see the
150.	00:10:02:05	00:10:06:01	diabetes educator or the

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
			dietitian just to make sure that
151.	00:10:06:01	00:10:09:23	you're on the right path and then a big one is any time a
152.	00:10:09:23	00:10:11:17	transition in life occurs.
153.	00:10:11:23	00:10:16:05	So that could just be your age retirement, losing a spouse or
154.	00:10:16:05	00:10:20:11	significant other changing where you live, especially if that
155.	00:10:20:11	00:10:24:08	means leaving your home and going to some senior living
156.	00:10:24:08	00:10:25:09	accommodations.
157.	00:10:26:18	00:10:30:22	Wow, there's a lot of different times. We need stressors being
158.	00:10:30:22	00:10:34:13	one of them. Life, life stressors, stressors. When you
159.	00:10:34:13	00:10:38:15	talked about, you know, just all the changes that happen with
160.	00:10:38:15	00:10:42:17	diabetes, I think of my mom, she's insulin dependent. She was
161.	00:10:42:17	00:10:46:10	having, ohhh, my gosh, horrible lows until they put that
162.	00:10:46:10	00:10:50:14	continuous glucose monitor on her. And now she's doing so well
163.	00:10:50:14	00:10:54:23	because it alerts her when she's too high. She needs some insulin
164.	00:10:54:23	00:10:55:03	or.
165.	00:10:55:22	00:11:00:00	She was having a lot of lows in the middle of the night, so that
166.	00:11:00:00	00:11:03:24	was scary for us and being, you know, low blood sugar and she
167.	00:11:03:24	00:11:08:01	lives alone. Yeah. Yes. So thank you for those. Umm, how does a
168.	00:11:08:01	00:11:11:16	person with diabetes at war or their caregiver or find a
169.	00:11:11:16	00:11:15:07	diabetes, self management education and support program?
170.	00:11:15:07	00:11:19:04	Well, it's vital to have the conversation with your diabetes
171.	00:11:19:04	00:11:23:09	health care provider and ask for a referral to attend or seek out
172.	00:11:23:09	00:11:26:15	the free programs that could be in your community.
173.	00:11:27:03	00:11:31:00	Umm, the programs that request a referral from a provider are
174.	00:11:31:00	00:11:35:00	ones that the cost to attend is billable to insurance, and that
175.	00:11:35:00	00:11:38:10	includes Medicare. It's not

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
			going to be 100% covered.
176.	00:11:38:10	00:11:42:02	There's always the deductible, and then it pays at 80%. So
177.	00:11:42:02	00:11:45:08	hopefully if you have supplemental coverage that'll
178.	00:11:45:08	00:11:46:09	help pick up the.
179.	00:11:47:12	00:11:51:11	Remaining cost, there are some organizations that have
180.	00:11:51:11	00:11:55:15	scholarship programs to help with the cost and then those
181.	00:11:55:15	00:11:59:14	free programs that are offered throughout communities,
182.	00:11:59:14	00:12:04:01	sometimes the state departments have them and they're usually
183.	00:12:04:01	00:12:08:05	chronic disease management programs or sometimes they are
184.	00:12:08:05	00:12:12:14	specific diabetes management programs, but those usually are
185.	00:12:12:14	00:12:16:08	free or they have a very low cost to attend that's.
186.	00:12:16:11	00:12:17:24	Great information.
187.	00:12:18:21	00:12:22:22	So where are diabetes, self management, education and
188.	00:12:22:22	00:12:27:13	support programs located? I know you said you can get them in
189.	00:12:27:13	00:12:31:20	person and through online programs. Yeah, there are many
190.	00:12:31:20	00:12:36:11	organizations that have what we call a searchable database or
191.	00:12:36:11	00:12:41:09	provide information on the types of education programs they offer
192.	00:12:41:09	00:12:45:10	and whether they're free or billable. And our website
193.	00:12:45:10	00:12:49:19	greatplainsqin.org, we have got those programs and those.
194.	00:12:49:21	00:12:53:22	Searchable databases there for people to explore.
195.	00:12:55:13	00:13:00:05	And all you have to do is go to our initiative tab and then go
196.	00:13:00:05	00:13:04:15	to chronic disease management and click on diabetes. And we
197.	00:13:04:15	00:13:09:08	have those listed there. You can always reach out to us here at
198.	00:13:09:08	00:13:14:05	Great Plains, Quinn by using The Who we are or the contact US tab
199.	00:13:14:05	00:13:18:06	under about us and that's on our website. Of course it

Subtitle

Q-tips Diabetes V3.vtt

No.	TC In	TC Out	Subtitle
200.	00:13:18:06	00:13:19:16	greatplainsqin.org.
201.	00:13:20:17	00:13:24:12	All right. Well, thank you so much, Steve, for all that
202.	00:13:24:12	00:13:28:12	information and we certainly hope that you enjoyed today's
203.	00:13:28:12	00:13:32:19	Q-tips for your ear session on diabetes and we look forward to
204.	00:13:32:19	00:13:36:02	connecting with you next time. Have a great day.