

Case study

Diabetes Condition Management

A 64-year-old patient who was diagnosed with type 2 diabetes 9 years ago.



2021

May

The patient begins engaging with the Diabetes Condition Management program. Their nurse offers them diabetes device monitoring, but they decline. They report their last A1C was high, and their daily blood sugar average is less than 200. They don't know the names of their medicine, but their doctor prescribed "a special kind of insulin" that their insurance denied. The nurse refers them to their benefit plan customer service for plan coverage information. They set their personal goal with their nurse to improve their blood sugar levels.

October

The patient's not able to maintain blood sugar levels in the target range recommended by their doctor. They range between 180 to 300 without symptoms. They attribute their high blood sugar levels to their food choices and not exercising regularly.

The nurse provides diet and exercise education and refers the patient to their doctor to discuss seeing a registered dietician. The patient is uncertain when their A1C and cholesterol panel were last tested. The nurse encourages them to obtain and learn more about their A1C and cholesterol values so they can track their progress towards their goal. The patient screens positive for depression symptoms. The nurse refers them to their doctor and their EAP benefits.

2022

February

The patient reports they were treated with antiviral medicines for COVID-19 in May and July and has a residual feeling of fatigue. After COVID-19 treatment, their blood sugars range improved from 100 to 80. The patient reports they stopped taking their Lisinopril to treat high blood pressure, and they were prescribed a new insulin medicine, Toujeo. The nurse offers a pharmacist referral to review the patient's medication concerns. They accept the referral, and the pharmacist contacts them to review and discuss their medication concerns.

Successful outcomes



A1C improvement from 11% to 7%



Daily blood sugar level reduced from 180-300 to 80-180



Diet education and referral to registered dietician and certified diabetic educator for successful meal planning and support

2022

March

The patient reports they started their new medicine, Toujeo, and resumed taking their Lisinopril after their discussion with the pharmacist. They report negative depression symptoms and are eating more vegetables, partly because they're growing a vegetable garden. The nurse educates them about carbohydrate counting and offers a certified diabetic educator referral.

April

The patient reports their A1C is reduced from 11% to 8%. Their daily blood sugar levels range from 80 to 180. They are focusing on a low-fat diet by choosing leaner proteins while maintaining a low-carbohydrate diet.

September

The patient reports their A1C is reduced from 8% to 7%, and they are compliant with the medications prescribed by their doctor. They report their cholesterol levels have improved but they don't have the numbers. They are continuing to be mindful of what they eat and are eating smaller portions throughout the day. The patient reports walking 10 miles per day. The nurse shares education about the importance of a retinal eye exam. The patient commits to having their retinal eye exam scheduled by the next call.

Successful outcomes



Pharmacist referral led to medication adherence improvement from non-compliant to compliant



Went from not exercising to walking 10 miles per day



MD and EAP referrals:
Positive depression screening to negative depression symptoms



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