Diabetes Care and Education
Thinking Outside the Box

February 3rd, 2023
NC Diabetes Advisory Council

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Objectives:

Identify ways to:

- Expand Services
- Increase Resources for Patients
- Sustain Diabetes Program

Kintegra Health

Mission

Kintegra Health is a community sponsored, family-centered provider of health care, health education and preventive care services **without regard for the ability to pay.**

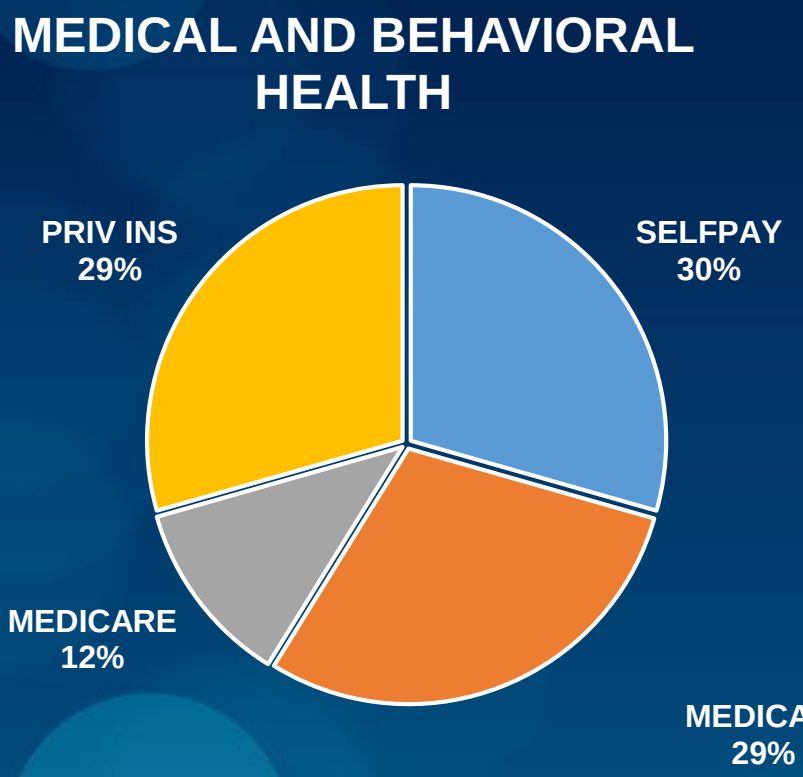
76,000 Patients **15289 with Diabetes**

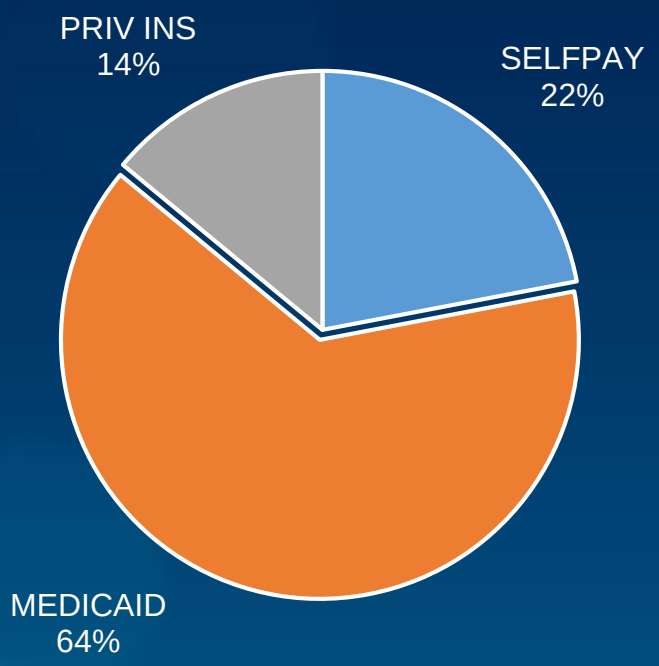
Federally Qualified Health Center

FQHC

- Federally funded nonprofit health centers or clinics that serve medically underserved areas and populations. Federally qualified health centers provide primary care services regardless of ability to pay. Services are provided on a sliding scale fee based on ability to pay.

Payor Mix


MEDICAL AND BEHAVIORAL HEALTH
PRIV INS 29%
SELFPAY 30%
MEDICARE 12%
MEDICAID 29%


DENTAL
PRIV INS 14%
SELFPAY 22%
MEDICAID 64%

More Info

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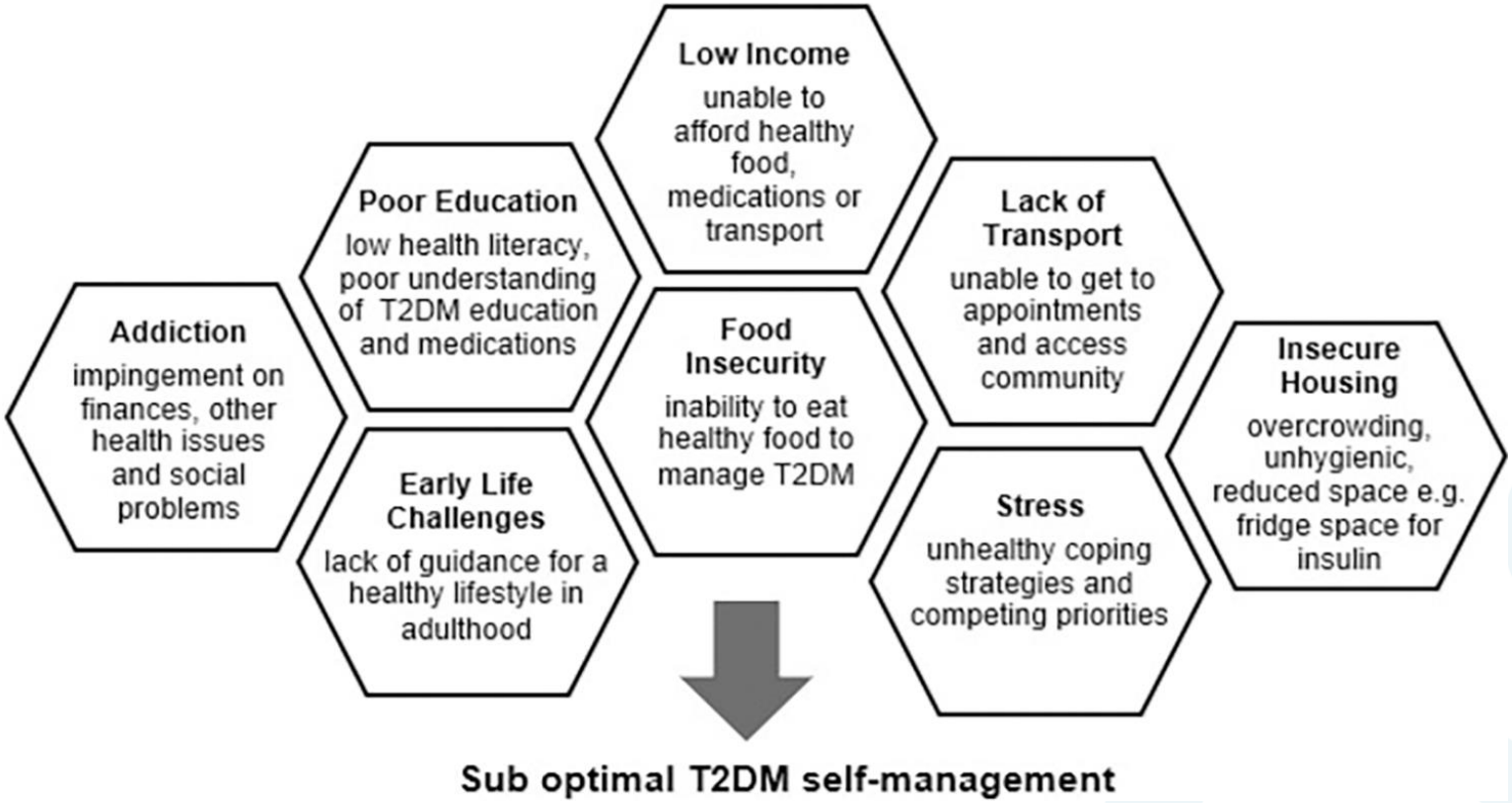
Annual Report 2021:
Kintegra » Annual Report 2021


PANCREAS
CELLS
RESISTANCE
METABOLISM
GLUCOSE
INSULIN
STAGES
ISLETS
INJECT
MONITOR
WEIGHT
CONGENITAL
SENSITIVITY
NERVE
ENDOCRINE
ACUTE
WELL
DIABETES
TYPE
HEALTHCARE
SYMPTOMS
HYPERGLYCEMIA
KETOACIDOSIS
ADULTS
INJECT
SUGAR
RESPOND
INSULIN
COMPLICATIONS
PANCREAS
MELLITUS

Incorporate Social Determinants of Health into Individual Care



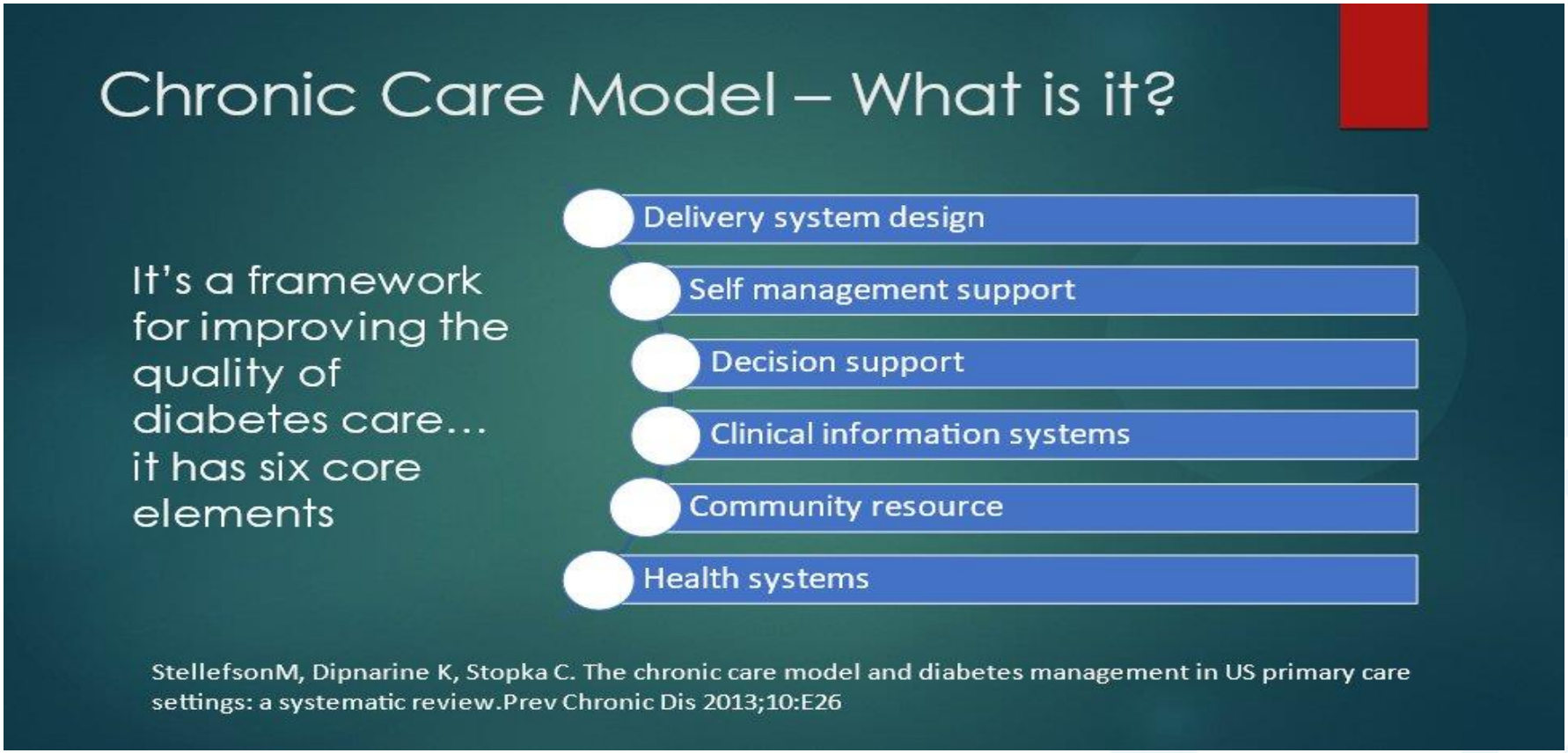
Meet the Patient Where They are At

Kintegra's Journey

AADE 7 Self-Care Behaviors:

Healthy Eating * Being Active *Monitoring *Taking Medication *Problem Solving * Healthy Coping *Reducing Risks

Chronic Care Model



Build from Experiences

Hospital Based Diabetes Outpatient Centers

- People want ‘diet’ Information vs AADE-7

Inpatient Diabetes Educator

- Frequent Fliers not able to obtain meds or know how to inject or store insulin correctly

Endocrinology Office CDE, Pump/CGMS Trainer

- Titrating insulin
- Point of Care – A1c
- Benefit of Continuous Glucose Monitoring (CGMS)

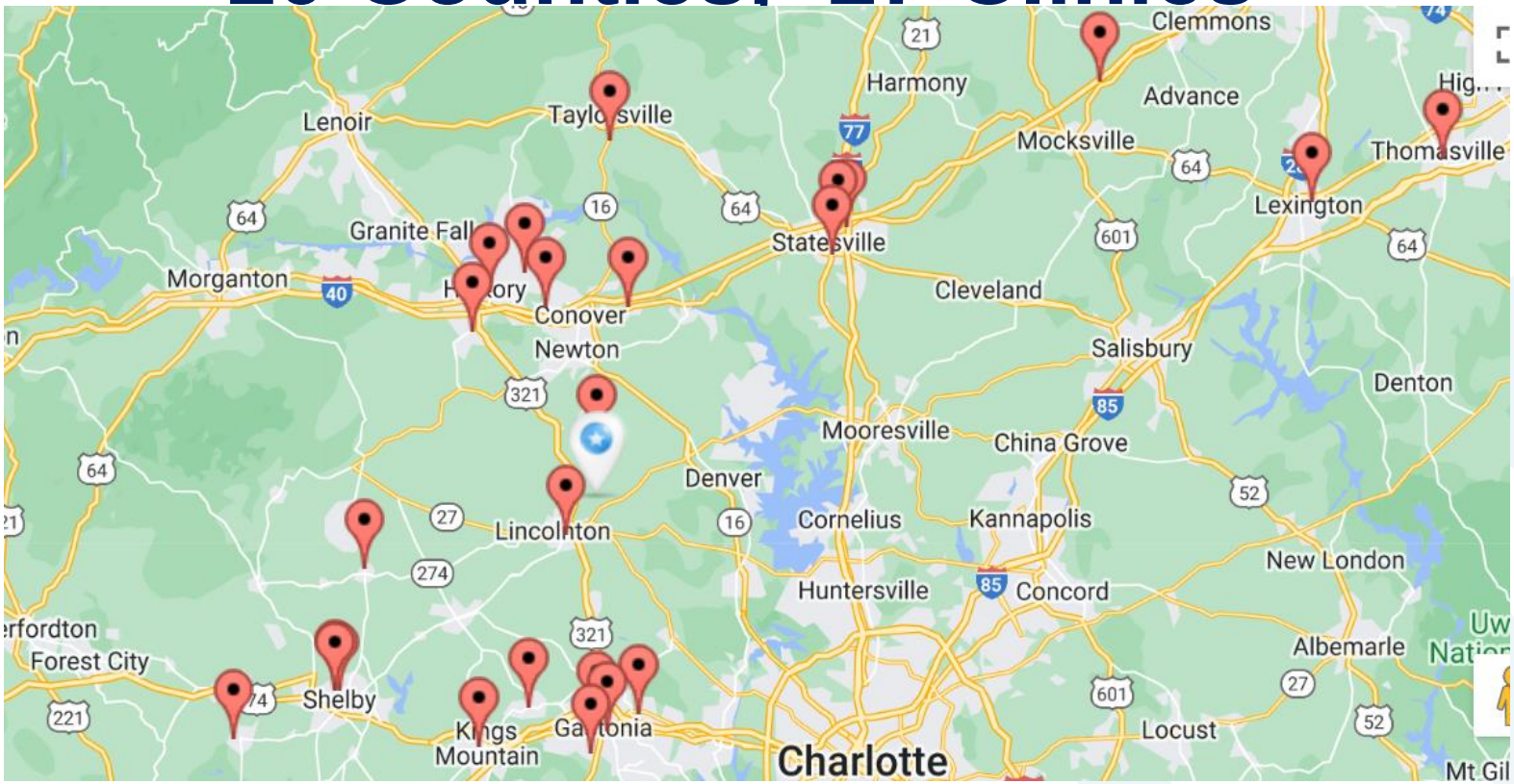
Rebranded Diabetes Department

to

Chronic Illness Patient Education

Chronic Illness Patient Education

Serving
10 Counties, 17 Clinics



Chronic Illness Patient Education TEAM

ADA Recognized Program

3 Team Members *(Currently hiring a RD/LD, CDCES)*

Offices in Corporate Building Gastonia

Diabetes Program Navigator

- Gatekeeper
- *Started with a Grant*
- Processes referrals including Free ENDO Clinic
- Review Services offered for diabetes related health inequities/social determinant of health:
  - Medication Assistance Program (MAP's)
  - NC Super SNAP *($40 extra for fruits/vegetables via EBT card at Food Lion)*
- Medicare Enrollment (SHIIP)
- Transportation
- Phlebotomist – for ENDO Clinic
- Process Continuous Glucose Monitor Scripts for Insured

Provider: CDCES – RD/LD

- **Diabetes Self Management Training (DSMT)**
  - *Group – free, Individual -**$***
- **Medical Nutrition Therapy (MNT)**
  - *Group – free, Individual -**$***
- **Weight Management**
  - *Group – free, Individual -**$***
- **Grocery Store Tours** - *free*
- **Community**
  - FIT Squad
  - RAM's Kitchen

Provider: BC-ADM, CDCES – RD/LD

- **High Risk DM Management**
  - Works under Medical Director Protocols for Insulin Titration, Bolus Correction Scale, Point of Care A1 –
  - Frequent Visits for glucose management $

- **ENDO Clinic** - *FREE*
  - See initial referrals to ENDO Clinic and between visits with Endocrinologist
  - Continuous Glucose Monitoring (CGMS)
  - Commercial, Medicaid/Medicare CGMS Training -*$*

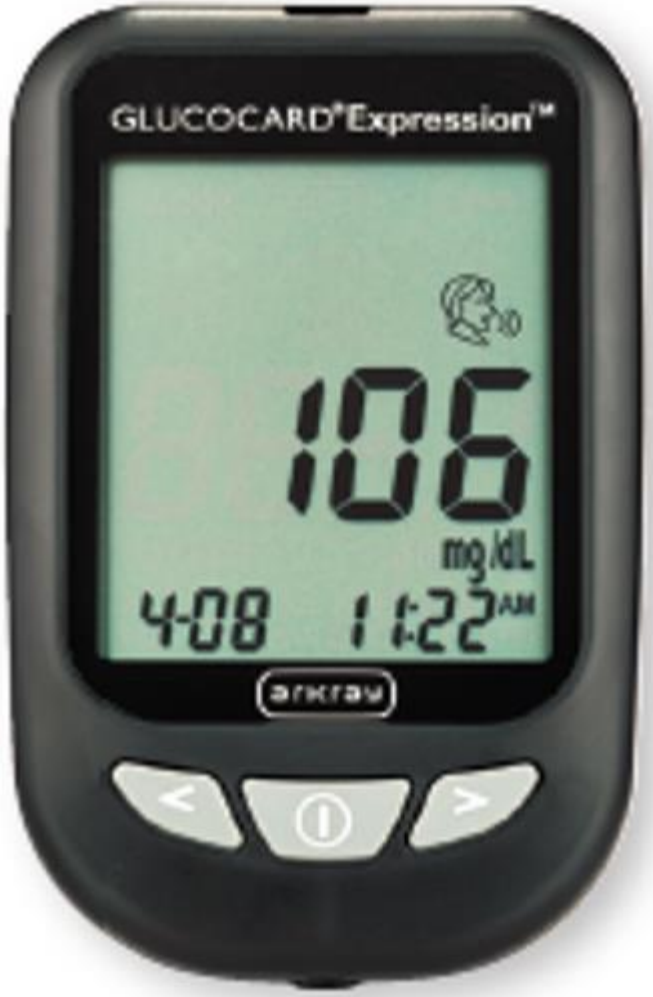
- **CaroMont Community Program** Discharged patients with dx of DM and self pay
  - Goal: lower A1c to 8 or less

Patient Resources Point of Care

How We Support Our Clinics

Clinic Glucometer

- **GlucoCard Expression**
- Patient walks out of clinic with meter.
- Free Bulk Meters for Clinic
- Able to provide 50ct strips $6
- (340B pricing)
- English / Spanish
- Large Display
- Audio



ONLY GLUCOMETER

Clinic Toolbox

Provide injection training for Medical Assistants with annual review.

Supply Clinics with Toolbox that contain:

- Sample pens/pen needles
- Sample syringe/vials
- Injection pillow
- Sample Glucose tablets

Provide injection and medication training for Behavior Health Providers

Patient Education Material

Located on ‘STAFF CONNECT’

English / Spanish

- Insulin Pen Injection Training
- Vial / Syringe Injection Training
- General Diabetes Information

Target Education

Current

Re-Think Your Drink

Upcoming

Foot Care

Available on

STAFF CONNECT

English /Spanish

Behavioral Health Providers (BHP)

- **Integrated into Clinics**
- Available to Providers to step into visit for brief intro to Diabetes, injection training
- Available to CDE, BC-ADM to step into visit or refer to address Diabetes Distress, Fear of Injections, Mental or Family Barriers

Diabetes Education 101 for the Behavioral Health Professional

- **Target Audience**
- This program is intended for **mental health providers who treat current patients with or who are at-risk for diabetes.**

- **Learning Objectives**
- At the end of this activity, the attendees should be able to:
- Describe major challenges of living with diabetes that may be the focus of mental health treatment
- Apply general knowledge of diabetes to mental health care of people with diabetes
- Discuss potential roles of mental health professionals in the care of people with diabetes
- Integrate supportive terminology to interactions with people with diabetes and with other healthcare professionals

FREE - American Diabetes Association

Behavioral Health in Diabetes Care

- **Overview:**
- This is a 7-module online learning program, includes a discussion forum once program is complete.

- **Target Audience:**
- •Certified Diabetes Care and Education Specialists (CDCES)/Master/Certified Health Education Specialist (MCHES)
  •Social Workers with experience working with people with diabetes
  •Other members of the diabetes care team
- **CE Credit:**
- 5.25 credit hours.

FREE – American Diabetes Association

Endocrinology Clinic - ENDO

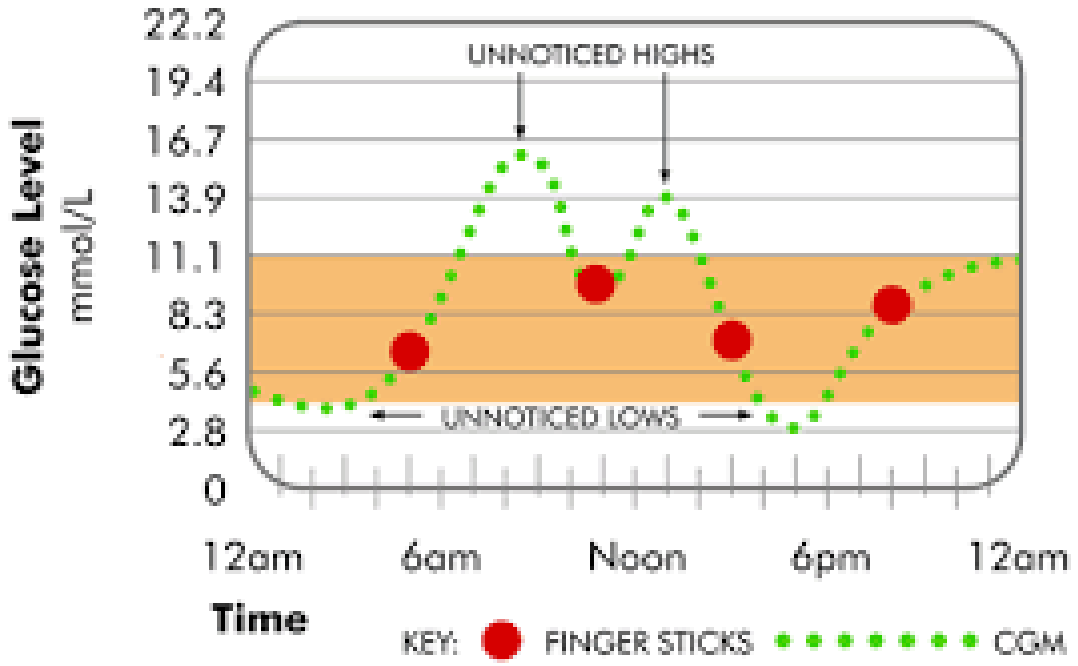
Dr. Richard Kleinmann - Volunteer

Specializes in Endocrinology, Diabetes & Metabolism

- 1st & 3rd Tuesday/Month, 8am – 2pm
- Common Referrals: Diabetes, Thyroid
- Functions as Consultant
- Initiates Prescriptions (PCP to complete refills)
- Order labs, Calls Patients with Results
- Performs Biopsies
- Requests Continuous Glucose Monitors
- Refers to BC-ADM for follow up between his visits
- Available for Phone Consults for Providers, CDE, BC-ADM
- Can only see Self-Pay Patients – *NO CHARGE*

More Than Replacing Finger Sticks

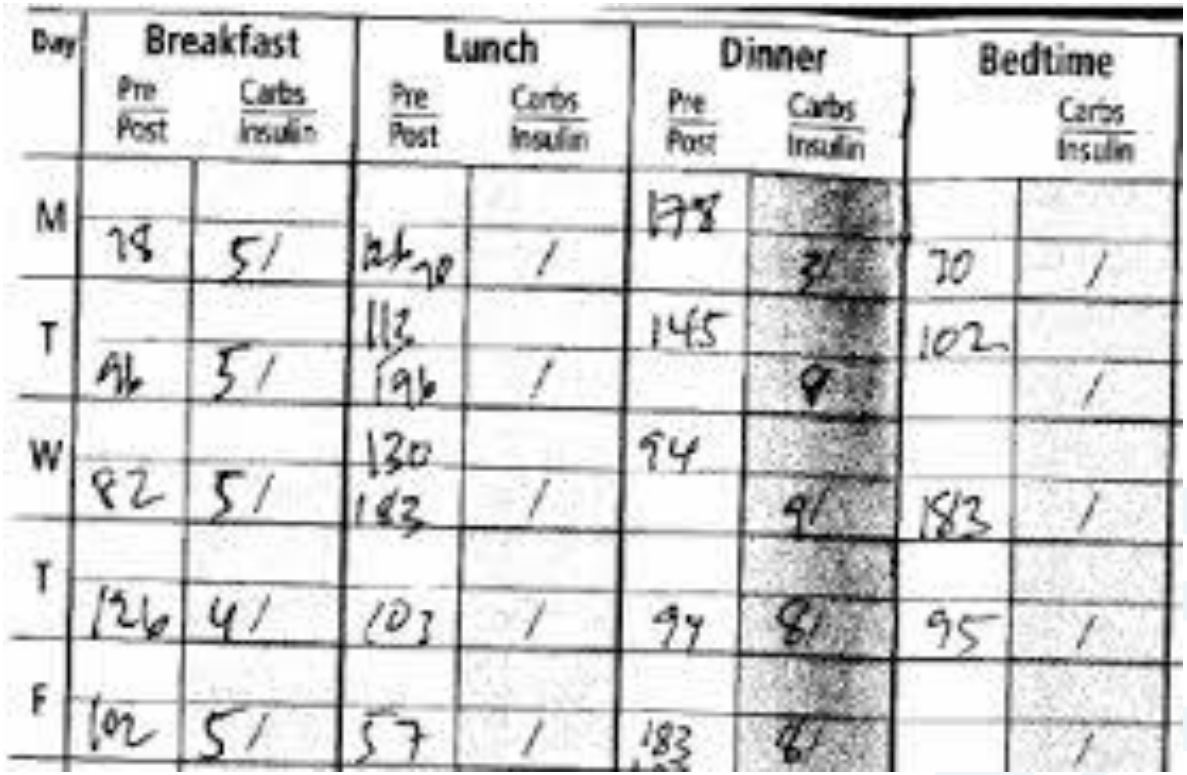
Why Invest in Continuous Glucose Monitoring?



Continuous Glucose Monitoring System (CGMS)

- Low Alert Alarms
- High Alert Alarms
- Blood Sugar Rise, Fall Arrows
- Great for Those Fearful of Lows
- Ease of Testing
- Data can be shared with others
- Comprehensive Data

Paper Blood Sugar Log Sheets



Day	Breakfast		Lunch		Dinner		Bedtime	
	Pre / Post	Carbs / Insulin	Pre / Post	Carbs / Insulin	Pre / Post	Carbs / Insulin		Carbs / Insulin
M	78	51	70	1	178	31	70	1
T	96	51	113 / 196	1	145	9	102	1
W	82	51	130 / 183	1	94	91	183	1
T	126	41	103	1	94	81	95	1
F	102	51	57	1	183	61		1

CGMS Glucose Data

Glucose Pattern Insights

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Selected Dates: Jan 15 - Jan 28, 2023 (14 Days)

Time CGM Active: 88%

Time in Ranges

Very High	>250 mg/dL	25%	53%
High	181 - 250	28%	Goal: <25%
Target	70 - 180	47%	>70%
Low	54 - 69	0%	0%
Very Low	<54	0%	<4%

Glucose Statistics

Average Glucose

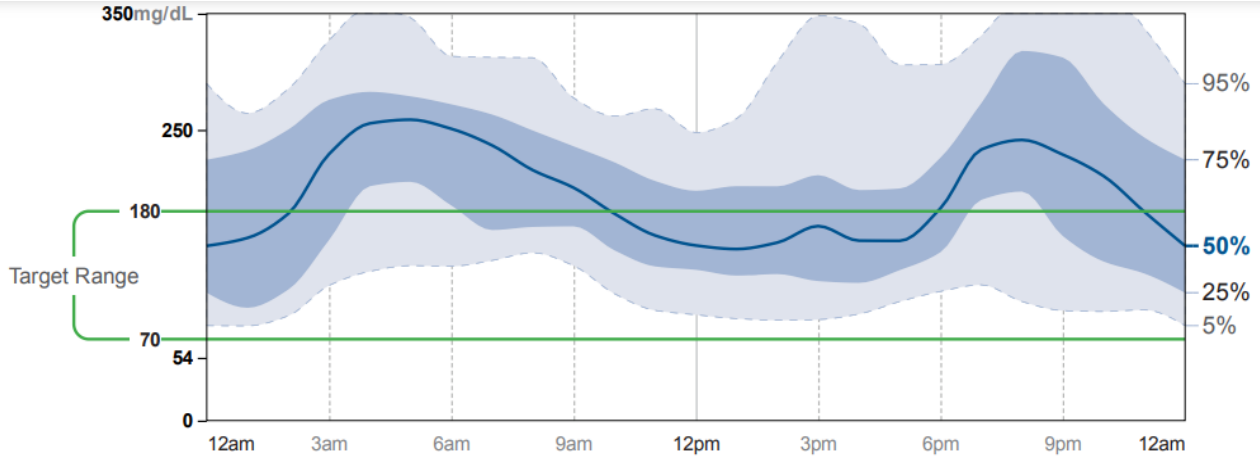
196 mg/dL Goal: ≤154 mg/dL

Glucose Management Indicator (GMI)

Approximate A1C level based on average CGM glucose level.

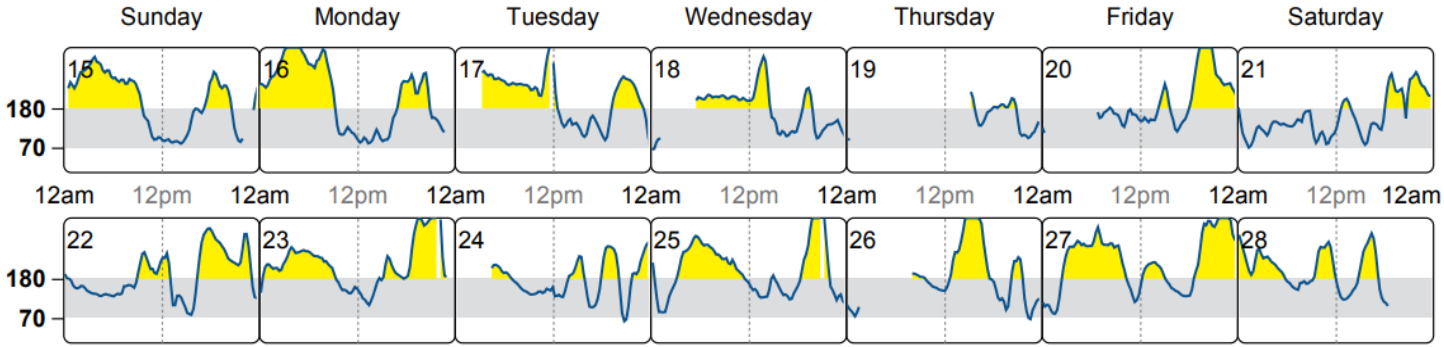
8.0% Goal: ≤7.0%

CGMS Patterns and Daily Data

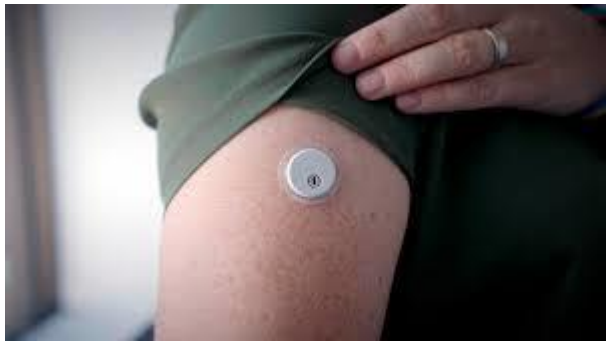


DAILY GLUCOSE PROFILES

Each daily profile represents a midnight to midnight period with the date displayed in the upper left corner.



Free Style Libre 2



How to Obtain CGMS for Insured

Medicare/Medicaid

- Must be taking 3 injections a day
- Must order the reader
- Medicaid needs Prior Authorization
- Free Style Libre OR Dexcom
- Reimbursed for Training **$**

Commercial

- Depends on Insurance company regarding # of injections.
- Do not have to order reader
- Requires Prior Authorization
- Free Style Libre or Dexcom
- Reimbursed for Training **$**

CGMS for Self Pay

- No coverage for either Free StyleLibre 2 or Dexcom
- For Patient Assistance Card - call Free Style Libre

Kintegra ENDO

- *Grant Funded*
- Kintegra ENDO Clinic Patient
- Appointment scheduled 4-6 weeks for download and receive new sensors
- Requirements:

  Multiple Daily Injections, Hx of DKA, Hx of Hypoglycemia, Fear of lows, Frequent Hospitalization

What We Have Learned

- Value is based on more than reimbursement.
- Train and utilize other staff: *Chronic Care Managers, Community Resource Advocates (CRA's).* That way everyone is speaking the same language and message.
- ENDO Clinic – Providers need reminder that Dr. Kleinmann does not take over care of the patient's diabetes.
- Primary Care Providers not quick to embrace CGMS. Not downloading data. ***Opportunity for training***
- Use of CGMS for ENDO Patients, is it the CGMS or frequent follow up attributing to improvement? ***Potential study***
- Advocate for patients at every resource juncture.

Summary

- Expand Services – Chronic Care Model
- Increase resources for Patients – Grants, Public Relations
- Sustain Diabetes Program - Increase Program Value

Tools

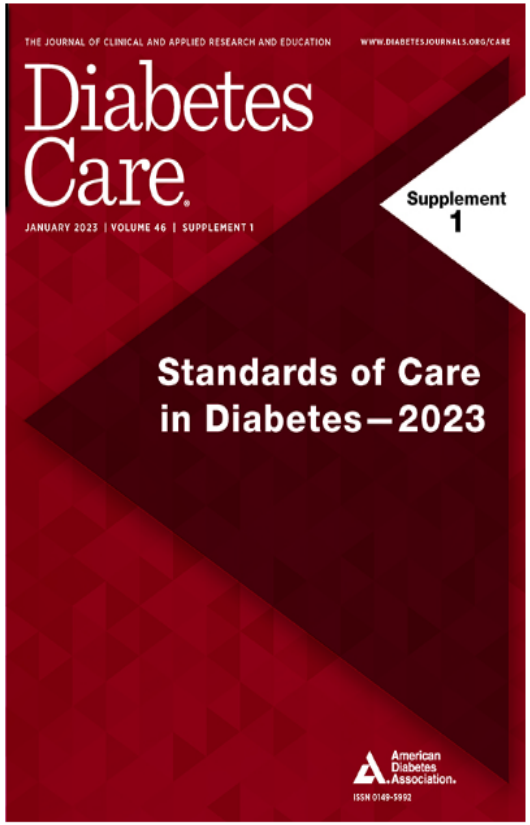
- Draw on your past experiences
- Increase your skill set
- Build a multidisciplinary support team
- Advocate for patients as every resource juncture
- Do no be afraid to ask. The worst thing you could hear is no!

DSMES TOOLKIT

Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

https://www.cdc.gov/diabetes/dsmes-toolkit/index.html

American Diabetes Association



Standards of Care in Diabetes

Abridged Standards of Care for Primary Care Providers

Standards of Care App

https://professional.diabetes.org/