

SMART Steps WEEK 5

INTRO

Hello I am calling from San Francisco Health Plan and on behalf of your primary care providers office to ask you a few questions and give you important information about your diabetes. We know taking care of yourself when you have diabetes can be difficult and we want to know how you are doing. To do this we will be calling you once every week. Please find a comfortable seat and answer the questions by pressing the numbers on your phone. If you want a question repeated, press the star key (*). OK, let's begin...

1. In the last 7 days, how many days did you test your blood sugar by pricking your finger? Press the number of days.

0-9

[If 0, skip to Q#4] **Highlight AND Automatic Call Back**

0-2: Highlight & [8 or 9]

A) Testing your blood sugar lets you know if your blood sugar is too high or too low. You should write these numbers down and talk to your doctor about them. A good time to test your blood sugar is before meals. At least check your blood sugar every morning. It's never too late to start!

3- 6: Keep up the good work! Testing your blood sugar helps you control your diabetes. A good time to test your sugar is before meals. At least, check your blood sugar every morning. If you can, write down your numbers and show them to your doctor at your next visit.

7+: Great!

2. Please enter the number of your last blood sugar, even if it was more than 7 days ago. For example, if your blood sugar yesterday was 256, you would press 2-5-6.

HIGHLIGHT: if ≤ 70 or ≥ 180

CALL BACK IF $\leq 59 > 200$

[If ≥ 300 , HIGHLIGHT skip to Q5]

3. In the last 7 days, have you had any blood sugar higher than 300?

If yes, press 1

If no, press 2

If Yes- Highlight & CALL BACK

High blood sugar can make you feel tired and sick NOW and can cause you serious problems in the future. Even if you've had diabetes for several years, there are things you can do to lower your blood sugar. For example, prepare healthier meals for you and your family, make time to exercise, and take all your medications.

If 2 (No)

That's good!

4. In the last 7 days, have you felt like your blood sugar was too high, for example, feeling thirsty, having to pee a lot, or having blurry vision?

If yes, press 1

If no, press 2

If 1 (yes)- HIGHLIGHT

Wonder what might be wrong? Well, the food you eat turns into sugar in your blood. If your blood sugar gets too high, it can make you pee a lot and make you really thirsty. To feel better, prepare healthier meals for you and your family, make time to exercise, and take all your medications. If you have tried these changes and want to talk to someone about what else you can do, press 1 now. If not, press 2.

[If 1: We will call you back in the next 7 days.]

5. In the last seven days, how many days did you eat sweets or desserts, such as candy bars, sweet cereals, cookies or donuts? Press the number of days.

0-9

0 : Great!

*1-3: For many of us it is hard to say no to sweets, but sweets can raise our blood sugar and make us gain weight. Cutting back does **not** mean we have to take all sweets out of our lives. If you do treat yourself, try a small serving of fresh fruit, diabetic desserts or sugar-free Jell-O. If you feel you just **HAVE TO HAVE** dessert, then eat less **DURING** your meal.*

4-9 HIGHLIGHT: *Listen to Mrs. Brown's story: Like many of us, Mrs. Brown found it hard to say no to sweets, even though she heard sweets made her blood sugar go up. One day, she learned that she could buy sugar-free desserts from her local supermarket. Now, she eats a small serving of these desserts instead of pies or ice-cream, or eats small amounts of fresh fruit, like half a banana once in a while. Eating this way was difficult at first, but Mrs. Brown asked her family and friends for help and support, and now she's doing great!*

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For most people, taking all of their medications every day can be hard. Now we want to ask you about the medications you are taking and how often you take them.

6. In the last 7 days, how many days did you MISS taking your DIABETES medications, even just one pill or shot? Was it 0 days, 1 day, 2 days, 3 days, 4 days, 5 days, 6 days, or 7 days. Press the number of days that you MISSED taking your diabetes medications.

0 to 9

8-9: HIGHLIGHT

3-7: HIGHLIGHT & CALL BACK

You might be going through something similar to Mrs. Jones. Mrs. Jones sometimes forgot to take all of her diabetes pills. She also stopped taking her pills when she felt good. After a few weeks she began to feel tired and sick and went to see her doctor. Her doctor was very worried about her health and told her that she was sick because she was not taking all her medications. Her son Bill agreed to remind her to take her medications and to call the pharmacy for a refill before running out. Mrs. Jones also bought a pillbox to keep track of her pills on her own. She's been feeling better ever since.

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1 & 2:

You are doing well! *Taking your medications can be hard to do, but it is important to take all your medication, not just some of them, even if you start feeling better. Your doctors ask you to take these medications because they don't want you to get sick. Not taking all of your medications is like planting a tree and not watering it enough. It will not grow to be as healthy as it should be.*

0: *Keep up the good work!*

7. Do you take any medications to lower your CHOLESTEROL?

If yes, press 1

If no, press 2

If you don't know, press 3 -- HIGHLIGHT & CALL BACK

[If 1 (Yes), go on to Q# 8]

[If 2 (No), skip to Q9]

[If 3 (you don't know), skip to Q9]

8. In the last 7 days, how many days did you MISS taking your CHOLESTEROL medications, even one pill? Press the number of days.

0 to 7

8-9: HIGHLIGHT

3-7: HIGHLIGHT & CALL BACK

Although you can't see what cholesterol does to your body, high cholesterol can damage your heart. That is why it is important to take your CHOLESTEROL pills every day. Call the pharmacy if you are running low on medicines and need a refill, or you have questions about other medications. Your pharmacists are there to help you as much as they can.

1 & 2:

We think you are doing great! But remember, it is important to take all of your pills everyday. Your heart will thank you!

0 : *Good for you! You are taking good care of your heart!*

9. *We would be happy to talk to you about your diabetes, blood pressure, or cholesterol medications. We can also talk about side effects you might be having, problems paying for these medications, problems ordering your refills, or any other questions you might have about these medicines. If you want us to call you back, press 1. If not, press 2.*

If 1: We will call you back within the next week.

10. In the last seven days, how many days did you do the kind of exercise that makes you sweat for at least 30 minutes? For example, fast walking, dancing, gardening, or heavy housework? Press the number of days.

0-9

8-9: HIGHLIGHT

0-1 HIGHLIGHT & CALL BACK

0-2: Being active and exercising are important to staying healthy, losing weight, protecting your heart and controlling your blood sugar. Exercise should be safe and enjoyable, so talk with your doctor about what kinds of activities that are right for you. Do something active each day.

3 & 3+: Keep up the good work! You are doing things that are helping you stay healthy, lose weight, take care of your heart, and control your blood sugar.

11. If you want to hear a story about people whose diabetes got better with exercise and how they did it, press 1.

If not, press 2.

- **To hear about Mrs. Perez who had diabetes for 7 years and felt she was too sick and too old to exercise, press 1.**
- **To hear about Mr. Tan who never seemed to have time to exercise, press 2.**
- **To hear about Mr. Louis who lived by himself and always felt too tired and depressed to exercise, press 3.**
- **If you do not want to hear these options, press 4.**

1- Mrs. Perez felt she was too sick and too old to exercise. She thought that exercise was painful and that she could not do it. Mrs. Perez talked to her doctor and discovered she was already doing a little exercise by walking to her daughter's house and back once a week. Her daughter lived 10 blocks away. Mrs. Perez began to walk to her daughter's house two more times a week. In only a few weeks, Mrs. Perez noticed she could walk without getting as tired. She began to lose weight and feel better.

2- Mr. Tan never seemed to have time to exercise. He was a very busy man. He was also too tired in the evening to exercise. Mr. Tan thought about his schedule and had a great idea. He started getting off the bus a few blocks before his usual stop and walking the rest of the way to work in the mornings. He would do the same on his way back home in the afternoon. By doing that, he exercised for half an hour each day without changing his normal schedule. By exercising during the day, he lost a few pounds, and had more energy.

3- Mr. Louis lived by himself and always felt too tired and depressed to exercise. One of his neighbors told him that exercise might make him feel less depressed and give him more energy. His neighbor offered to come and exercise with him, but Mr. Louis was not sure. One day, Mr. Louis found an exercise show at 6:00 in the morning on Channel 9 called "sit and be fit." Mr. Louis decided to give it a try and really liked it. Now he exercises three times a week, without even leaving his house. Doing exercise also helped him become less depressed.

12. In the last 7 days, how many days did you check your feet, including between your toes?
Press the number of days.

0-9

8-9: HIGHLIGHT

0- HIGHLIGHT CALL BACK

0-6:

A) You should check your feet everyday. Look between your toes for changes like flaking skin, blisters, sores, or cuts. The earlier you notice changes, the earlier your doctor can help you treat them.

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7: We think that's great!

13. In the last 7 days, have you noticed any cuts, sores, blisters, or other problems on your feet or have you noticed peeling skin between your toes?

If yes, press 1

If no, press 2

If 1 (Yes) → Highlight & Call back

Conclusion

Thank you! We care about how you are doing and your participation helps us give you better care. If you are having an emergency and need immediate care, please hang up and call 9-1-1. Otherwise, you can always call your clinic directly. If you need the phone number for the San Francisco Health Plan nurse or clinic, please stay on the line. If not, you may hang up now.

If you would like the number to call a San Francisco Health Plan nurse, press 1

If you are a patient of the 1M or General Medical Clinic, press 2.

If you are a patient in the Family Health Center in Building 80, press 3.

If you are a patient in the China Town Public Health Center or Health Center #4, press 4.

If you are a patient in the Ocean Park Health Center or Health Center #5, press 5.

If 1 is pressed:

The number for San Francisco Health Plan nurse is 415-615-4522.

If 2 is pressed:

The number for the Urgent Care and Advice Nurse Line is 206-3833

The number for the Appointment Line is 206-8494

If 3 is pressed:

The number for the Urgent Care and Advice Nurse Line is 206-8609.

The number for the Appointment Line and after hours help is 206-5252.

If 4 is pressed:

The number for the Appointment and Advice Nurse Line is 364-7600

If 5 is pressed:

The number for the Urgent Care and Advice Nurse Line is 682-1913

The number for the Appointment Line is 682-1900 or 682-1901

If you want to repeat these numbers please press the * key.

Thank you and goodbye!