

Quality Report Card



Volume 20, Issue 9

September 2019

DIABETES CARE

Preventing Cellulitis

Cellulitis is a common, potentially serious bacterial skin infection that often affects the lower legs, although the infection can occur anywhere on the body or face. The infection appears as a red, swollen area and is typically painful and warm to the touch. Cellulitis occurs when bacteria, most commonly streptococcus and staphylococcus, enter through a crack or break in the skin. Bacteria are most likely to enter disrupted areas of skin, such as surgery sites, cuts, puncture wounds, an ulcer, athlete's foot or dermatitis. Left untreated, the infection can spread to lymph nodes and the bloodstream and rapidly become life-threatening.

People with diabetes and those with poor circulation need to take extra precautions to prevent skin injury because they are more susceptible to developing

infections such as cellulitis. An elevated blood sugar level can inhibit the body's ability to fight infection, which can prolong or prevent the ability to heal cuts and wounds. Some diabetes-related health issues, including nerve damage, also can contribute to the risk of infection. A person with diabetes may not feel an injury to the foot or leg. If unnoticed, a wound may not heal properly and can become infected.

Implementing the following measures can assist in avoiding infection:

- Work with a healthcare provider and team to control blood sugar levels
- Cleanse daily with mild soap and water or as directed by a healthcare provider
- Use hypoallergenic moisturizer daily
- Inspect skin folds and between toes daily
- Seek treatment for warmth, pain, tenderness, swelling, redness or breakdown of the skin promptly

- Keep nails trimmed to prevent irritating or tearing other skin
- Wear protective clothing and padding to prevent cuts and scrapes
- Wear footwear that does not rub and cause pressure
- Manage swelling by wearing compression clothing items as ordered by a healthcare provider
- Keep primary care appointments to help manage swelling and illnesses such as diabetes mellitus
- Eat a healthy, well balanced diet, and limit sodium to help manage swelling

A healthcare provider may order lymphedema pumps or Lymphedema Clinic appointments. For those at high risk or have repeated cellulitis, visits to the Wound Clinic and/or an infectious disease physician may be required for further management.





Patient Story – Patty Carpenter

Approximately seven years ago, Patty Carpenter underwent foot surgery. Her podiatrist expressed concern that she may have diabetes. Patty also began suffering minor unconscious spells. She would later learn this was caused by sudden decreases in her blood sugar level. She visited her family physician who suggested that losing weight could defer the onset of diabetes. Patty became dedicated to strict eating habits and increasing her exercise and lost over 160 pounds.

However, about two years ago, she became ill with an upper respiratory infection and went to Licking Memorial Urgent Care – Downtown Newark for treatment. During the course of her physical exam, it was determined a blood draw was necessary and the results revealed that Patty, in fact, had Type 2 diabetes.

Patty, the only girl in a family of six, has no history of diabetes in her family. “I have always eaten junk food though,” Patty confessed, “and it had finally caught up with me.” Patty began seeing Kevin Graham, M.D., of Licking Memorial Family Practice – Granville, and he recommended in 2018 that Patty attend the Diabetes Education classes offered by Licking Memorial Hospital (LMH). “I am so appreciative of Dr. Graham for his care. He set me on the right track to managing my diabetes and it has really turned my life around,” she shared.

Diabetes care at LMHS features education, training and careful monitoring, in order to empower patients and encourage proactive self-management. A variety of health professionals – including pharmacists, dietitians, registered nurses, personal trainers and social workers – help to ensure a multifaceted approach to diabetes management, with an emphasis

on healthy lifestyle improvements. The Diabetes Education Center also offers a variety of one-on-one services for individuals with diabetes, including self-management skills, insulin instruction, and education regarding carbohydrate counting, healthy food options and nutritional label reading.

“I learned so much through the Diabetes Education classes! Dietitian Annmarie Thacker, M.S., R.D.N., L.D., C.D.E., is always so encouraging and makes me feel good upon just walking into the office. She knows just how to answer my questions,” said Patty. “She guides me to eat well and eat things I enjoy ‘within reason’ and has recommended I limit ‘whites,’ such as potatoes, breads and pasta.” Annmarie emphasizes appropriate portion size as a key element to weight management.

Individuals with diabetes also are encouraged to take advantage of the Licking Memorial Wellness Centers, located at the Licking Memorial Medical Campus, 1717 West Main Street in Newark, and C-TEC in Newark. Both locations offer treadmills, ellipticals, NuSteps, stationary bicycles and arm bicycles, in addition to a variety of free weights and other weightlifting equipment.

Patty visits the Wellness Center three times a week. “I really enjoy exercising at the facility. I have met many good friends there. You can tell that everyone really cares for you. The staff has such a good understanding of their patients, their capabilities and the equipment,” she explained. “The open relationship we have is comforting and I know that they are there to help if I need it. Ed Nagy, Ron Goodwin, and Felizardo Dela Cruz take excellent care of me. Ed has been very involved in my progress and assisted me a great deal.” Patty is able to ask questions regarding her diabetes management and often, the Wellness Center staff consults with pharmacists, dieticians and social workers on her behalf as needed.

Wellness Center staff monitor each patient’s blood glucose, as it must fall between 100 mg/dL and 300 mg/dL in order to exercise safely. “It is wonderful how the staff charts my glucose and blood pressure. This regular procedure really ensures we all stay on track,” Patty noted. “There are even notes on the machines, so that patients can read what symptoms to be aware of if they begin not feeling well. These extra efforts to ensure our safety make such a difference,” she concluded.

Patty is thankful to her husband, Arthur, for his support throughout this process. He is her walking partner and also has adjusted his eating habits. Patty still concentrates on eating smaller portions and very limited amounts of sugar. She drinks primarily water and no carbonated beverages. All her efforts have paid off as she has lowered her A1C level from 14 to 5. She visits Dr. Graham every three months for regular blood work.

Patty and her husband have two grown children, Kara and Scott, and three grandsons, Kaleb, Ross and Holden, whom Patty cares for on regular basis. Her favorite hobby is crocheting squares for blankets and towels for the homeless. Central Christian Church of Christ accepts donations of yarn and Patty, along with several women in the community, give their time to hand make the items.

LMHS offers Diabetes Self-management Education and Support for newly diagnosed or chronic diabetes patients. The classes, held on Wednesdays, 12:00 Noon to 2:00 p.m., are taught by certified diabetes educators – including nurses, dietitians and pharmacists – and consist of four consecutive two-hour classes. Evening classes are offered twice a year in May and October. The program can be scheduled through central scheduling with a physician’s order. Most insurances or uncompensated care cover the cost of the classes. Contact the Diabetes Education Center at (220) 564-4915 to receive more information about the classes.

Diabetes Care – How do we compare?

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare to benchmark measures. Then, we publish the information so you can draw your own conclusions regarding your healthcare choices.

1. Much of the care that diabetes patients receive takes place in the outpatient or physician office setting. The physician offices of Licking Memorial Health Professionals (LMHP) measure the most critical indicators for diabetes.

	LMHP 2016	LMHP 2017	LMHP 2018	National
LMHP diabetes patients receiving eye exam	59%	59%	59%	58% ⁽¹⁾
LMHP diabetes patients having HbA1C test	95%	94%	94%	88% ⁽¹⁾
				LMHP Goal
LMHP diabetes patients having lipid profile	91%	89%	90%	83%
LMHP diabetes patients having microalbuminuria test	86%	82%	86%	84%
				National
LMHP diabetes patients having foot exam	85%	84%	86%	80% ⁽²⁾

2. While having the testing done is important, the test results (or outcomes) indicate how well the physician, in collaboration with the patient, is managing the diabetes. The hemoglobin A1C (HbA1C) test is a simple lab test that shows the average amount of sugar (also called glucose) that has been in a person's blood over an extended period of time.

	LMHP 2016	LMHP 2017	LMHP 2018	National ⁽¹⁾
LMHP diabetes patients with HbA1C less than or equal to 7%	56%	51%	53%	38%
LMHP diabetes patients with HbA1C less than or equal to 8%	76%	72%	74%	59%

3. People with diabetes are at high risk for heart disease. An elevated LDL ("bad") cholesterol test reveals if an individual has unhealthy fat levels, which increase the risk for heart disease – a very serious complication of diabetes.

	LMHP 2016	LMHP 2017	LMHP 2018	National ⁽¹⁾
LMHP diabetes patients with LDL less than or equal to 100 mg/dL	65%	65%	67%	48%

4. The Community Case Management (CCM) program at Licking Memorial Hospital (LMH) provides services to people in the community with diabetes. The American Diabetes Association recommends that a person with diabetes should have an HbA1C blood test at least every six months to monitor glucose levels. LMH staff members work closely with patients and their physicians to ensure that this test is performed as recommended in order to manage each patient's condition better.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
CCM diabetes patients who obtained an HbA1C test	100%	100%	99%	Greater than 85%

5. Per the American Diabetes Association (ADA), decreasing body weight can delay or prevent Type 2 diabetes and lower blood glucose levels. Intentional weight loss can result in a reduction in A1C for people with Type 2 diabetes.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Diabetes Self-Management Education & Support participants' average weight reduction	8.59 lbs.	10.59 lbs.	11.37 lbs.	7 to 10 lbs.

Diabetes Care – How do we compare? (continued on back)



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6. A1C is the standard for measuring blood sugar management in people with diabetes. Studies show higher A1C levels to be associated with the risk of certain diabetes complications (eye, kidney and nerve disease). For every one percent decrease in A1C, there is significant protection against those complications.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Diabetes Self-Management Education & Support participants with a decrease HbA1C or within normal limits	92%	98%	97%	greater than 80%

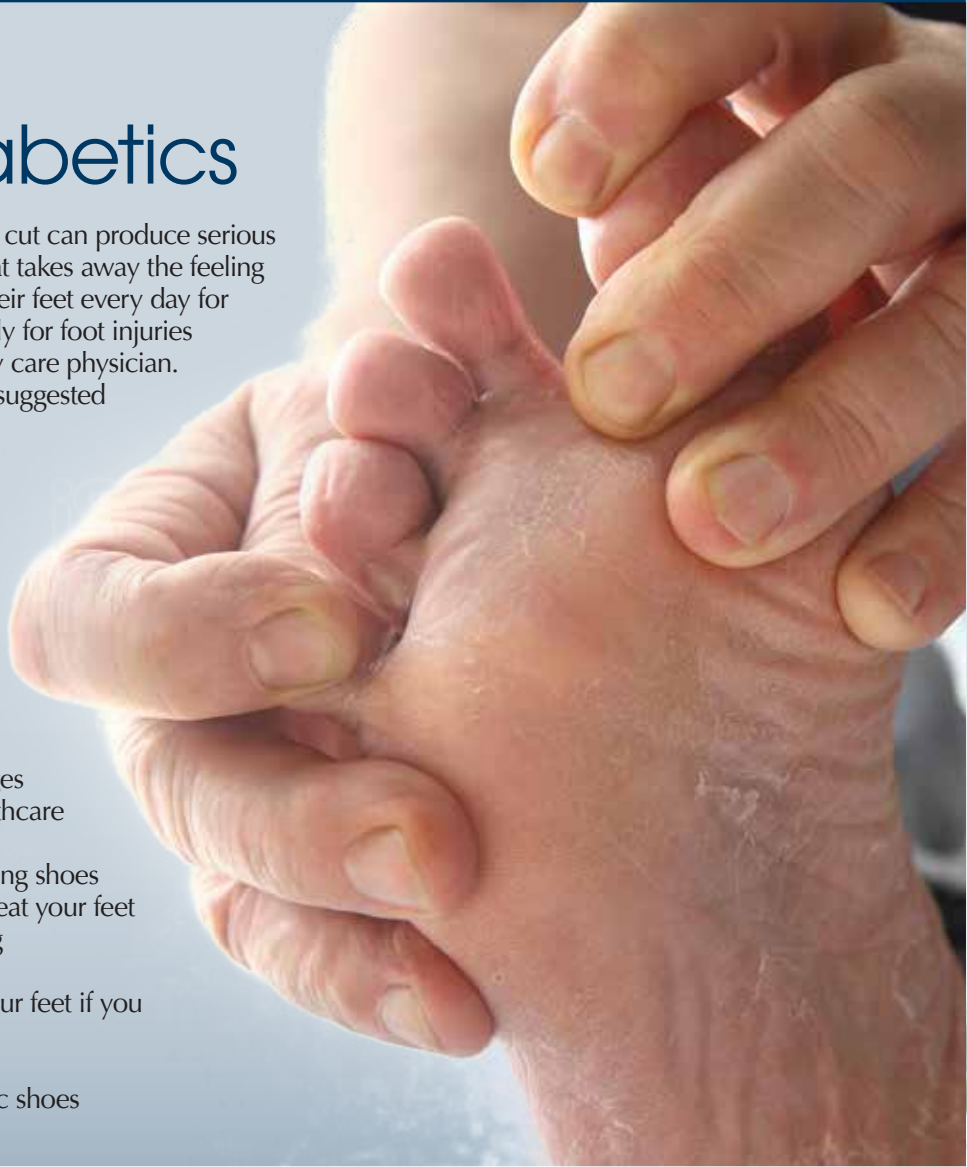
Data Footnotes:

- (1) Average of reported Commercial, Medicare and Medicaid/HEDIS measures.
- (2) National Committee for Quality Assurance – NCOA Diabetic Recognition Program

Health Tips – Foot Care for Diabetics

Diabetes can be dangerous to the feet, as even a small cut can produce serious consequences. Diabetes may cause nerve damage that takes away the feeling in the feet. Individuals with diabetes should inspect their feet every day for open cuts, wounds or sore spots, seek care immediately for foot injuries and remove shoes and socks at all visits with a primary care physician. To avoid serious foot problems, practice the following suggested guidelines:

- Keep blood sugar levels under control
- Bathe feet daily in lukewarm water – not hot
- Do not soak feet
- Use a soft washcloth or sponge to avoid scratches or other injury
- Dry feet well especially between the toes
- Moisturize the feet to keep dry skin from itching or cracking; however, avoid putting lotion between the toes as dampness may cause infection
- Cut nails straight across carefully – and file the edges
- Never treat corns or calluses yourself – visit a healthcare provider for appropriate treatment
- Wear clean, dry socks changing daily and well fitting shoes
- Never use a heating pad or a hot water bottle to heat your feet
- Shake out shoes and feel the inside before wearing
- Keep the feet warm and dry
- Consider using an antiperspirant on the soles of your feet if you experience excessive sweating
- Never walk barefoot
- Speak with your physician about obtaining diabetic shoes



**Licking Memorial
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Please take a few minutes to read this month's report on **Diabetes Care**. You'll soon discover why Licking Memorial Health Systems is measurably different ... for your health!

The Quality Report Card is a publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (220) 564-1572 to receive future mailings.

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