

SMART Steps WEEK 6

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]

B) Maybe you are having the same problem as Mrs. Stevens. Mrs. Stevens used to test her sugar every day, until she ran out of strips and her testing machine stopped working. She called the diabetes nurse to ask what she should do. The diabetes nurse helped her get a new prescription for her strips. She also told Mrs. Stevens she should first replace the batteries in the machine.

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 ≤ 50 , skip to Q5]

3. In the last 7 days, have you ever had any blood sugar lower than 50?

If yes, press 1

If no, press 2

If 1 (Yes)- Highlight & CALL BACK

Low blood sugar can make you feel dizzy, shaky, or you can even pass out. If you experience low blood sugar, drink half a cup of fruit juice, like orange juice, or eat some candy or sweet food. To prevent low blood sugar, eat 3 small meals per day and a few healthy snacks.

If 2 (No):

That's good!

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4. In the last 7 days, have you ever felt like your blood sugar was too low, for example, feeling dizzy, shaky, or VERY hungry?

If yes, press 1

If no, press 2

If 1 (yes)- HIGHLIGHT

The next time you feel dizzy or shaky, you should check your blood sugar by pricking your finger. If it is less than 50, drink half a cup of fruit juice, like orange juice, or eat some candy or sweet food to raise your blood sugar. To prevent low blood sugar, eat 3 small meals per day and a few healthy snacks.

5. In the last seven days, how many days did you drink more than a cup or can of sweetened drinks like regular sodas, lemonade, fruit juices, or coffee with sugar? Press the number of days.

0-9

0 : Great!

1-3: *Sweetened drinks are not good for your diabetes. Instead drink diet sodas, water, and sugar-free juices. If you drink tea or coffee, you can use artificial sweeteners like sweet n' low or equal instead of sugar. If you drink fruit juice such as orange juice, do not drink more than 1 cup a day.*

4-9 HIGHLIGHT:

Sweetened drinks taste good and are easy to buy. But these drinks have too much sugar. Listen to Mr. Ricardo's story: Mr. Ricardo was drinking four cans of coke a day, but started to feel tired. After about a month, he started to drink diet coke, water, and his coffee without sugar. He found that giving up regular coke was not as hard as he thought. After doing that, Mr. Ricardo lowered his blood sugar, lost a few pounds and felt he had more energy.

6. In the last 7 days, how many days did your meals include foods such as fresh fruits and vegetables? Press the number of days.

8-9: HIGHLIGHT

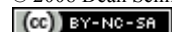
7+: Good for you!

4-6: *If you've heard that eating fruits and vegetables is good for you, it is true! Eating these foods can help control your diabetes, help your digestion, and lower your cholesterol. Try eating FRESH fruits and vegetables with each meal.*

HIGHLIGHT + (CALL BACK) 0-3: Imagine your dinner plate. ½ of the plate should be for vegetables. Split the other half into your meat and starches. The meat part can be lean beef, chicken, fish or tofu. The starch part can be **potatoes, rice, pasta, or bread** (Spanish: tortillas, beans or rice), (Chinese: rice, noodles or bread). You may also have a piece of fruit and a glass of low-fat or non-fat milk or yogurt. Eating healthy will make you feel better.

7. In the last 7 days, how many days did your meals or snacks include high fat foods like butter, chips, mayonnaise, deep-fried foods, lard, or meat with fat or skin? Press the number of days.

8-9: HIGHLIGHT



(6-7 HIGHLIGHT CALL BACK)

3-7: *We all like foods that are fried, rich, or creamy, but guess what, we may be eating too much fat. Small changes in what we eat can have even greater changes in our health. These changes don't always mean you have to give up all of your favorite foods. For example, instead of fat from meat, butter, lard, or shortening, use vegetable oils like olive oil or canola oil. Instead of frying foods, try baking, broiling, grilling, steaming, or microwaving. When eating meat, take off the skin and any fat. The size of the piece of meat should be no larger than the palm of your hand.*

0-2: *Sounds like you are eating healthy!*

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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.

8. 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.

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!*

9. Do you take any BLOOD PRESSURE medications?

If Yes, press 1

If No, press 2

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

[If 1 (Yes), go on to Q10]

[If 2 (No), skip to Q11]

[If 3 (you don't know), skip to Q11]

10. In the last 7 days, how many days did you MISS taking your BLOOD PRESSURE pills, even one pill? Press the number of days.

0 to 7

8-9: HIGHLIGHT

3-7: HIGHLIGHT & CALL BACK

Just like your DIABETES medications, it is important to take all of your BLOOD PRESSURE pills every day. Your blood pressure pills help keep your blood pressure from getting too high, which is bad for your heart and kidneys. Remember, you can use a calendar, a pillbox, or ask a family member or friend to remind you when to take your pills.

1 & 2:

Good work! But taking all of your BLOOD PRESSURE pills everyday will help you control your blood pressure even better and take care of your heart! We know taking your medications can be hard, so try using a calendar or a pillbox, or ask a family member or friend to remind you when to take your BLOOD PRESSURE pills.

0: *Congratulations, you are keeping your heart healthy!*

11. 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.

12. *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.*

13. 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- HIGHLIGHTCALL BACK

0-6:

B) If you cannot bend over, use a mirror or ask someone else to check your feet. Remember to wash your feet with warm water and dry them well everyday, especially between your toes. Always test the temperature of the water with you fingers first!

7: We think that's great!

14. In the last 7 days, how many days have you checked inside your shoes, looking for pebbles or sharp objects? Press the number of days.

0-9

8-9: HIGHLIGHT

0- HIGHLIGHT CALL BACK

0-6:

Sometimes things like little pebbles, glass or sharp objects are hidden inside your shoes. These can cut or hurt your feet. Remember, by checking inside your shoes, you can avoid problems with your feet.

7: Great!

Now we have a question about alcohol.

15. A drink is a glass of wine, a can of beer, a shot of liquor. Thinking about the last WEEK, on average, how many drinks did you have per day? Press the number of drinks per day.

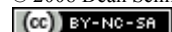
8-9: HIGHLIGHT

3-7:HIGHTLIGHT AND CALLBACK

Most of us have a drink once in a while, but alcohol makes it harder for you to control your diabetes. It can affect your blood pressure and make you gain weight. For some patients with diabetes, alcohol can also cause damage to the nerves in their feet. Remember, one way you can help yourself to stay healthy is to cut back on the number of drinks you have. Some people drink alcohol to help with their stress, but over time it can cause them more health problems. Talking to a family member, a friend, or doctor can sometimes help with your stress.

0-2:

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That's good. Remember that alcohol makes it harder to control your diabetes.

16. If you have been thinking about cutting back on alcohol and would like some help, press 1.
If you are not interested, press 2.

1-HIGHLIGHT CALL BACK

If 1: We'll call you back in 7 days.

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!