

Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

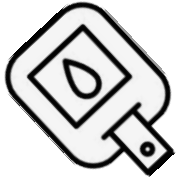
Challenge Script: Pediatric Type I



Introduction

Type 1 and Type 2 Diabetes have been identified as the two major types of Diabetes. Type 1 Diabetes is distinguished by diminished levels or non-presence of insulin, and can occur at any age, but often develops in children and requires insulin treatment for survival.

Type 2 Diabetes is distinguished by high levels of sugar in the blood, and abnormal response to insulin, including insulin resistance, abnormal insulin secretion, and in its early stages, the absence of supplemental insulin dependency for survival. Type 2 Diabetes usually develops in adults, but recent years have seen an alarming trend toward occurrence in children. Type 2 is the most common form of Diabetes.



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

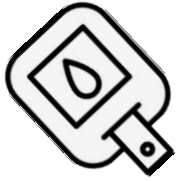
Lesson Objectives

Welcome to Talking to Caregivers of Type 1 Juvenile Diabetes. The goal of the Diabetes program is to improve members' quality of life and functional status, which correlates with a proportional reduction in total healthcare costs.

In Part I of this training, you will learn:

- How to distinguish Type I and Type II Diabetes at a high level
- The signs and symptoms of Type I Diabetes
- You will view a typical role-play scenario between a call center clinician and a caregiver member and learn:
 - How to navigate speaking to a caregiver member of Type 1 Juvenile Diabetes
 - Common obstacles to be overcome with members under the age of 18
 - How to protect member privacy, while verifying caregiver and member identification
 - How to identify yourself and the purpose of your call to the caregiver member
 - How to speak with the caregiver member and patient member empathically and respectfully while providing and extracting crucial health-related information

Let's begin by meeting our role-play participants.



Diabetes Wellness Product

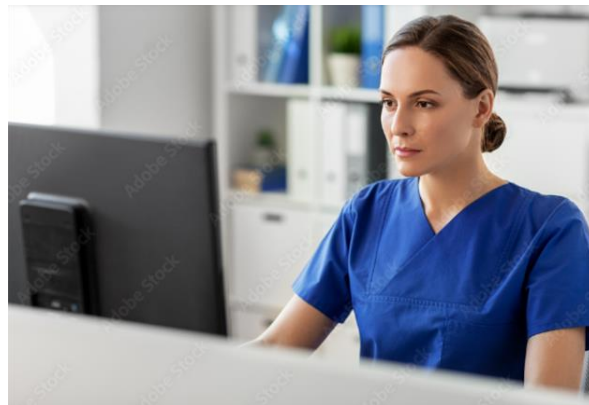
Talking to Caregivers of Type 1 Juvenile Diabetes Members

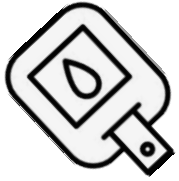
- Role-Play Scenario with Assessment
Storyboard

Scenario

Narrator:

In our scenario, you are Joanna Walker, a registered Diabetes management nurse with the ACME Cares Support program.





Diabetes Wellness Product Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

The next chart to pop to your screen is for Jay Gardener. Jay is 13 years old and has been newly diagnosed with type I juvenile diabetes.

Jay entered the Diabetes program at a stratification level of four, because of his recent hospitalization for diabetes.



Jay had previously exhibited classic symptoms of the disease, but they were either attributed to his age or overlooked altogether...

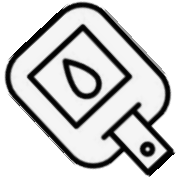
Type 1 diabetes symptoms can be sudden, and may exhibit the following symptoms:

- Increased thirst
- Increased urination
- Increased hunger
- An onset of bed-wetting
- Unexplained weight loss
- Irritability or sudden mood changes
- Tiredness and/or weakness
- Blurred vision

Click the screen to hear the symptoms out loud.

Bulleted list with animation fly-in

Until...



Diabetes Wellness Product Talking to Caregivers of Type 1 Juvenile Diabetes Members

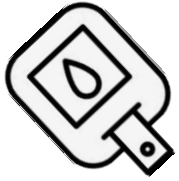
- Role-Play Scenario with Assessment
Storyboard

Jay passed out at school during gym class



and his teacher had him rushed to the hospital in an ambulance.



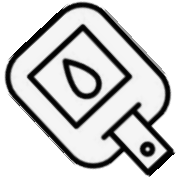


Diabetes Wellness Product Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

Jay's chemical profile showed abnormal glucose levels and he was diagnosed with type 1 diabetes.





Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

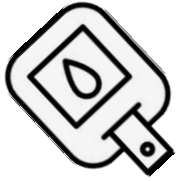
Jay's caregiver is Shelby Gardener, his mother



Shelby recalled that Jay's uncle, Shelby's brother-in-law had Type I Diabetes since childhood, but Shelby was not familiar with the symptoms of its onset, and



she and Jay's father were divorced.

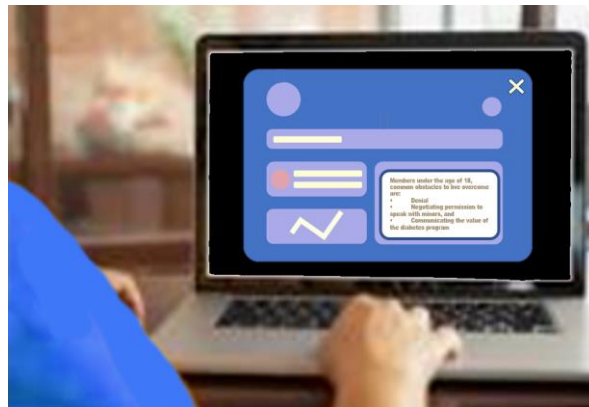


Diabetes Wellness Product Talking to Caregivers of Type 1 Juvenile Diabetes Members

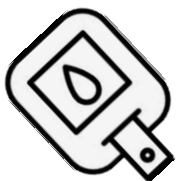
- Role-Play Scenario with Assessment
Storyboard

On your screen, you note that with members under the age of 18, common obstacles to be overcome are:

- Denial
- Negotiating permission to speak with minors, and
- Communicating the value of the diabetes program.



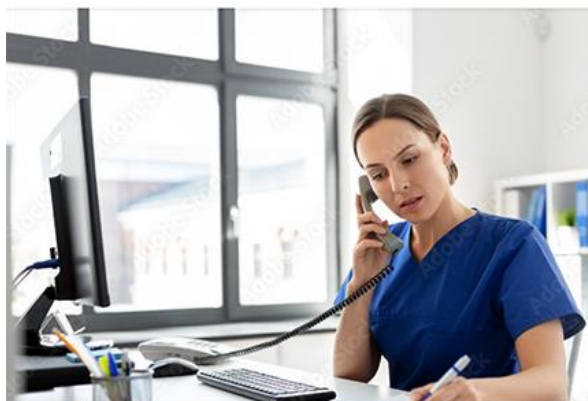
This dialer connects to the residence of Jay Gardener, age 13.



Diabetes Wellness Product Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

Clinician (C) **Hello, may I please speak to the caregiver for Jay Gardener?**



Display text on screen.



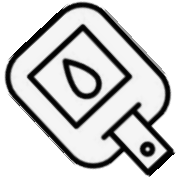
Member (M) Yes, I'm Jay's mother, Shelby. What is this concerning?

(C) **My name is Joanna Walker, I'm with ACME Care Support, a benefit of your ACME care insurance.**

ACME **Care Support is provided to members as an educational benefit. Do you still have this insurance?**

(M) Yes, I do.

(C) **Great! In order to protect your privacy, we need to verify that we've contacted the right person.**



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

Can you give me Jay's date of birth as confirmation?

(M) Well, I don't know that you are who you say that you are. Why don't you give me that information?

(C) I understand that you are protective of your son's information. So are we. I have the month and year of his birth. If I state those, would you be willing to provide the day? I have the month and year as July 1994. Could you give me the day?

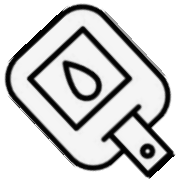
(M) Alright. It's July 24th.



(C) Thank you, Ms. Gardener. As I mentioned, my name is Joanna Walker. I'm a registered Diabetes management nurse with the ACME Cares Support program. This is a benefit of your health insurance program where healthcare professionals like me will call you from time to time to see how your son is doing and assist you with any questions you may have in managing his diabetes.

I see from your son's recent medical history that he was recently diagnosed with Type 1 diabetes after a hospital visit.

(M) Yes, he just turned 13 and it was terribly embarrassing for him. He passed out in the middle of gym class and his teacher rushed him to the hospital. That's how we found out.



Diabetes Wellness Product

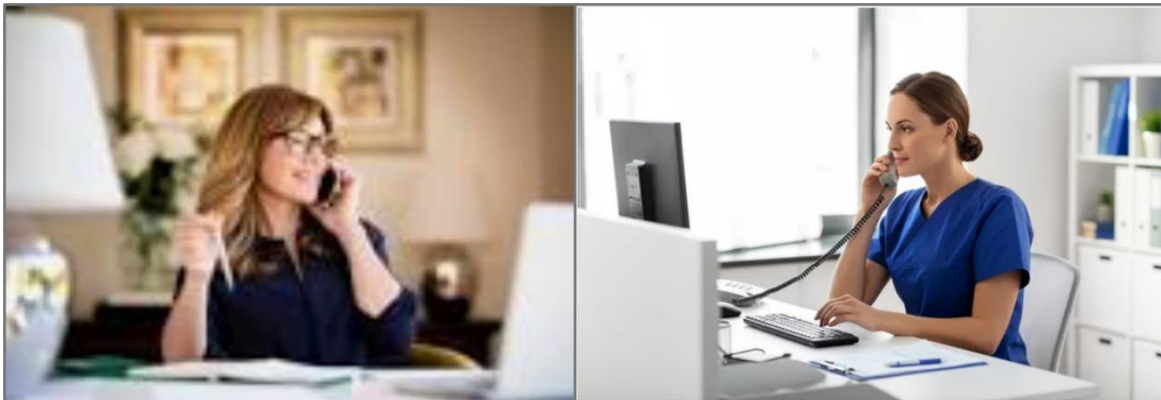
Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment Storyboard

(C) ***Oh, my goodness. That must have been frightening for you.***

(M) Yes, it was. If I had only known the signs, I could have gotten him the treatment he needed before that happened. He had seemed to be losing weight, but he was also getting taller, and I just thought that his body was changing because of his age. His teachers said he was constantly excusing himself to either get a drink of water or to go to the restroom. I thought he was just trying to get out of classes.

Life has certainly changed for us.



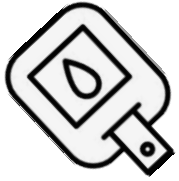
(C) ***Well, we'll be calling to check on him and send you information on how he can manage his type 1 diabetes. In the meantime, I want you to know that there is nothing you could have done to prevent type 1 diabetes, even if you had been able to see the doctor sooner.***

When we call, is this the best number to reach him?

(M) Yes, this is his home number.

(C) ***Is it okay for us to leave messages at this number regarding his health information?***

(M) Sure, you could leave messages here.



Diabetes Wellness Product

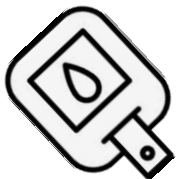
Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

(C) **What days and times would be best for us to reach him? Do you have restrictions on which day and time to call?**



(M) Any afternoon during the week would be fine, but you can talk to me. I'm his mother.



Diabetes Wellness Product Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

(C) **We'd also like to send some educational material for Jay through the mail about managing his condition. Would you confirm your address as 233 Abby Lane, Fairfax, Virginia?**



(M) Yes, that is our address.

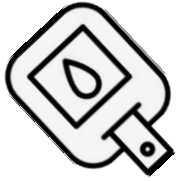
(C) **Ok. And is Doctor Islet your primary physician?**

(M) Yes.

(C) **Could we speak to Jay?**

(M) Sure, as long as I can stay on the line with him while you do the interview.

(C) **Yes, Ms. Gardener. I think that's a good idea.**



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

Learning Assessment

QUESTION

- ✓ Short Answer/Essay

What is the main goal of the Diabetes Program and why?

ANSWER

CORRECT ANSWER

The goal of the Diabetes program is to improve its members' quality of life and functional status, which correlates with a proportional reduction in total healthcare costs.

QUESTION

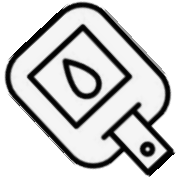
- ✓ Short Answer/Essay

How do you distinguish Type I and Type II Diabetes at a high level?

ANSWER

CORRECT ANSWER

Type 1 Diabetes is distinguished by diminished levels or non-presence of insulin, and can occur at any age, but often develops in children and requires insulin treatment for survival.



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

Type 2 Diabetes is distinguished by high levels of sugar in the blood, and abnormal response to insulin, including insulin resistance, abnormal insulin secretion, and in its early stages, the absence of supplemental insulin dependency for survival. Type 2 Diabetes usually develops in adults, but recent years have seen an alarming trend toward occurrence in children. Type 2 is the most common form of Diabetes.

QUESTION

- ✓ Short Answer/Essay

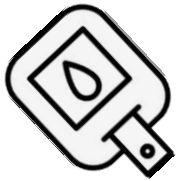
What are the signs and symptoms of Type I Diabetes?

ANSWER

CORRECT ANSWER

Type 1 diabetes symptoms can be sudden, and may exhibit the following symptoms:

- Increased thirst
- Increased urination
- Increased hunger
- An onset of bed-wetting
- Unexplained weight loss
- Irritability or sudden mood changes
- Tiredness and/or weakness
- Blurred vision



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment Storyboard

QUESTION

- ✓ Short Answer/Essay

When speaking to a caregiver member of Type 1 Juvenile Diabetes, what are the common obstacles to be overcome with members under the age of 18?

ANSWER

CORRECT ANSWER

For members under the age of 18, common obstacles to be overcome are:

- Denial
- Negotiating permission to speak with minors, and
- Communicating the value of the diabetes program.

QUESTION

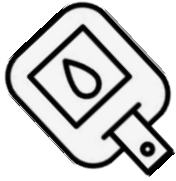
- ✓ Short Answer/Essay

How can you protect member privacy and foster trust, while verifying caregiver and member identification?

ANSWER

CORRECT ANSWER

- First, state the purpose of your call.
EXAMPLE: Clinician (C) Hello, may I please speak to the caregiver for Jay Gardener?



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

- Identify yourself and verify the insurance of the member.

EXAMPLE: My name is Joanna Walker, I'm with ACME Care Support, a benefit of your ACME care insurance.

ACME Care Support is provided to members as an educational benefit. Do you still have this insurance?

- Verify the identification of the member.

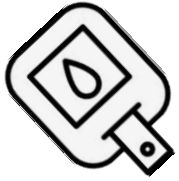
EXAMPLE:

Great! In order to protect your privacy, we need to verify that we've contacted the right person.

Can you give me Jay's date of birth as confirmation?

Assure the member's privacy.

I understand that you are protective of your son's information. So are we. I have the month and year of his birth. If I state those, would you be willing to provide the day? I have the month and year as July 1994. Could you give me the day?



Diabetes Wellness Product

Talking to Caregivers of Type 1 Juvenile Diabetes Members

- Role-Play Scenario with Assessment
Storyboard

Conclusion

This concludes part 1 of the Type 1 Juvenile Diabetes training. Please click the arrow below to begin Part 2 of this lesson.



End of Part I
