

Mercy health centers case study diabetes

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Mercy Health Centers Case Study Diabetes Fourth Section: Proposed Resolutions or Solutions

The Mercy Health Center action in Laredo to manage diabetes and maintain the indigent people's health is quite an encouraging action, which has encountered positive reaction. Because, the implemented plan/ program has already attained its targets in the impoverished Laredo, where the residents despite their indigent living; the population suffers from chronic diabetes complications. Telemedicine Diabetes Disease Management Program (TDDMP) has yielded to decreased hospital-based utilization via application of easy user-patient machines. This aids the case managers who act as a bridge amid the diabetic clients and the hospital physicians. Case managers from patients' response usually monitor one's diabetes condition daily progress and evaluate when an individual can visit the hospital. Hence, making diabetes management affordable due to its reduced charges incurred in constant hospital visitations; meant to check the patient's condition. The program is time effective, because the patient is constantly involved in the monitoring of his condition and reports promptly daily progress via Health Hero to case managers. This saves much time where the chronically ill person needs only to interact with the manager via a database, who then establishes whether a person's condition requires doctor's attention.

TDDMP initially, entailed a lengthy period coupled with physical health care input in educating the patients on how to use their given appliances. This could not compare with its achievements and later capability to implement due to the patients' attitude towards the program. TDDMP led to effective and sound management of diabetes among the indigent patients in Laredo. Since surveys report prior the programs implementation, about 65% missed

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taking medication as required. This improved after implementation, where 95% patient confessed that they were taking their medications seriously and daily according the given prescriptions. In addition, over 95% patients showed their increased satisfaction in utilizing Health Buddy, which yielded to easing communication with their doctors and nurses. TDDMP's success regarding the patients' health SF-12 surveys, report 3. 61(45. 00 to 48. 61) & 2. 60 (41. 83 to 44. 42) mean mental and physical improvements for 6 months span respectively.