

State of Maryland

To better manage his diabetes, John* participated in the health coaching program available through his health plan.

Coaching Topics:

John's coach, a registered nurse, developed a plan to focus on:

- Lowering an elevated Hemoglobin A1c level
- Recognizing and treating hypoglycemia
- Increasing exercise



Coaching Interactions:

- During John's initial coaching call, he reported an episode of low blood sugar after his physician increased his medication dose to treat elevated blood glucose levels.
- The coach provided education to John on recognizing the signs and symptoms of low blood sugar and treating it with a choice of carbohydrates, then rechecking his level within 15 minutes.
- John sought advice about how to lower his Hemoglobin A1c by improving his diet and increasing his exercise.
- Subsequent coaching calls included information on limiting foods high in carbohydrates and the benefits of exercise.

Outcomes:

John took advantage of the education and support provided by his health coach. As a result, he lowered his Hemoglobin A1c level by 1 point by doing the following:

- Limiting intake of breads and pastas
- Using an exercise app on his smart phone for accountability to help him increase his steps per day
- Preparing meals at home and keeping healthy snack options at work

John also reports that he now knows how to recognize and treat hypoglycemia.

John continues to participate in the coaching program and reports the calls are a positive reinforcement in managing his health.