

Title of Intervention: Proactive case management of high-risk patients with Type 2 diabetes mellitus by a clinical pharmacist

Intervention Strategies: Environments and Policies, Supportive Relationships

Purpose of the Intervention: To improve glycemic control and preventive measures in patients with Type 2 diabetes

Population: Patients who had poorly-controlled Type 2 diabetes mellitus

Setting: University-affiliated primary care clinic; health care facility-based

Partners: None mentioned

Intervention Description:

- **Environments and Policies:** A clinical pharmacist served as the case manager and evaluated each participant's therapeutic regimen for efficacy, safety, adverse effects, drug interactions, drug costs and monitoring. Before any alterations were made, the case manager discussed issues with the primary care physicians. The clinical pharmacist also followed up on disease management and medication management protocols that were approved by the primary care physicians.
- **Supportive Relationships:** Clinical pharmacists provided evaluation and modification of pharmacotherapy, self-management diabetes education and reinforcement of diabetes complications screening processes through clinic visits and monthly telephone follow-up contacts.

Theory: Not mentioned

Resources Required:

- **Staff/Volunteers:** Clinical pharmacists, primary care physicians
- **Training:** Not mentioned
- **Technology:** Not mentioned
- **Space:** Clinic space
- **Budget:** Not mentioned
- **Intervention:** Phones, disease and medication management protocols
- **Evaluation:** Tools to collect clinical measurements

Evaluation:

- **Design:** Randomized controlled trial
- **Methods and Measures:**
 - Chart audits were conducted to assess the completion rates of preventive care processes.
 - HbA_{1c} served as the primary measure of glycemic control.

Outcomes:

- **Short Term Impact:** Not measured
- **Long Term Impact:** Those participating in the intervention experienced a greater decrease in HbA_{1c} levels.

Maintenance: Not mentioned

Lessons Learned: A pharmacist acting as a case manager can improve glycemic control and the use of recommended screening procedures among high-risk patients with Type 2 diabetes.

Citation(s):

Choe HM, Mitrovich S, Dubay D, Hayward RA, Krein SL, Vijan S. Proactive case management of high-risk patients with type 2 diabetes mellitus by a clinical pharmacist: a randomized controlled trial. Am J Manag Care. Apr 2005;11(4):253-260.