



### Joslin Education Programs at Upstate

Our education program is nationally recognized by the American Diabetes Association. We offer education in all the content areas of diabetes self-management.

Living with Diabetes Comprehensive Program	3 sessions to complete program
1. Getting Started	
2. Staying Healthy	2-3 hours per session
3. Eat Right and Keep Moving	
Pump Orientation for Adults and Children	3 hour session
Insulin Pump Initiation for Adults and Children	2 day session 2-3 hours per session
Personal Continuous Glucose Monitoring Initiation	1.5 – 2 hour session
IPro- Professional Continuous Glucose Monitoring System	2 day session 1.5 – 2 hour session
Carbohydrate Counting	1 hour session
WAY Less Program: Weight Achievement for You with Lifestyle Skills and Support	12 session weight management program is available to Joslin patients

#### Questions?

Please don't hesitate to call your JoslinCare Team at 315-464-5726 if you have any questions or concerns.

[www.upstate.edu/uh/joslin](http://www.upstate.edu/uh/joslin)



# Welcome To JoslinCare™

at the JOSLIN DIABETES CENTER at Upstate Medical University in Syracuse



Meeting the Ever-Changing Challenges of Diabetes and Related Diseases for Adult and Pediatric Patients



# The Joslin Diabetes Center at Upstate:

## The Power of Partnership



The Joslin Diabetes Center at Upstate Medical University is one of 38 national affiliates of the world-famous Joslin Diabetes Center in Boston, MA, which, in turn, is affiliated with the Harvard Medical School. Through this partnership, and with more than 100 years of trailblazing diabetes care to support us, the Joslin Diabetes Center in Syracuse is uniquely equipped to offer progressive state-of-the-art diabetes care for adults and children.



### What is JoslinCare?

JoslinCare is all about you.

JoslinCare is an innovative, specialized approach to help you or your child stay healthy with diabetes. It incorporates the medical guidelines of our experts and the educational approach of our diabetes educators to help you care for yourself or your child and stay healthy with diabetes.

Learning to manage diabetes is the best defense against complications. Optimum glucose control reduces the risk for the development or progression of complications and will help ensure that you or your child will live a long and healthy life.

With your JoslinCare team members as your partners, you will learn diabetes management skills and problem-solving techniques step by step. You need to know how to manage your or your child's diabetes because you—not your healthcare

provider—are the one who will be making care decisions at home, at work and at play. Think of JoslinCare as your personal recipe for health. Here are some of the key ingredients:

- ◆ Your JoslinCare Team
- ◆ Your JoslinCare Partner
- ◆ Your Diabetes Management Plan

### Your JoslinCare Team: There When You Need Them

Diabetes can be a complicated disease to manage and requires a multidisciplinary approach to optimum care.

You will see your JoslinCare partner and other team members regularly (usually every three to six months). Whether you see one member of the team or three, we will try to coordinate appointments for your convenience. Initially, you may need to see us more frequently to help you

get started on a treatment plan. This plan may require a referral to our education programs or other specialists.

### The Core Team

#### ◆ You

You are the most important part of your JoslinCare plan! We have the medical and education experts, but no one knows you or your child as well as you do. JoslinCare physicians and educators provide their clinical expertise, but to develop the right plan, we ask you to share your expertise with us. To achieve better glucose control, you must be an active participant in your treatment program. To do so, it is important to learn the skills to manage your diabetes, and we plan to help you do just that!

#### ◆ A JOSLINCARE PARTNER

Your JoslinCare partner (a nurse, educator, dietitian, or exercise specialist) helps identify the things you need to do daily to improve glucose control. You and your team partner will review what is working, what may not be working, and what you can do to overcome hurdles. Your partner will keep an open line of communication with you, both during and between visits.

#### ◆ A JOSLINCARE PHYSICIAN

Our physicians (who are subspecialty-trained, board-certified and on the faculty of Upstate Medical

University) are at the forefront of clinical care and research on diabetes and its complications. Your or your child's JoslinCare physician will do a complete medical evaluation and identify any problems. The physician will also assess risk levels, monitor for early signs of complications, prescribe diabetes medications and help you set goals.

#### ◆ A NURSE PRACTITIONER (NP) OR PHYSICIAN ASSISTANT (PA)

A nurse practitioner or physician assistant with advanced clinical training in diabetes may also be involved in your or your child's care. Their special training and certification enable them to diagnose and manage acute and chronic diseases and adjust and prescribe medications. They emphasize health promotion and maintenance and prevention of diabetes complications.

#### ◆ A JOSLINCARE COORDINATOR

Your JoslinCare coordinator schedules your appointments, answers your phone calls and directs your questions to the appropriate team member. They make sure you understand where your scheduled appointments are, whether at Joslin or at Upstate University Hospital.

#### ◆ A DIABETES EDUCATOR

In addition to your individualized visits with your

JoslinCare partner, you have access to diabetes education groups taught by our diabetes educators, all of whom offer one-on-one consultations. Studies show that group education is the most effective setting for mastering new skills and developing strategies to manage diabetes. A list of all Joslin group programs and classes can be found in the back of this booklet. There are also special 'transition' programs available for children who are planning to leave the security of the home.

Diabetes educators are nurses, dietitians, and exercise physiologists with extensive knowledge and experience counseling patients with diabetes. Like coaches, they inspire patients to do what keeps them healthy. For example, diabetes educators provide guidance on how to monitor and respond to changes in blood glucose levels, make appropriate food choices, and how to incorporate more physical activity into your or your child's life. They also provide instruction on how to take insulin or other medications, and help you solve self-management problems.

#### ◆ AN EYE CARE SPECIALIST (OPHTHALMOLOGIST, OPTOMETRIST)

Joslin recommends an annual, dilated eye examination to identify complications. Early, effective treatment can lead to



preserved vision. If you do not currently see an eye care provider, we can refer you to one at Upstate University Hospital who specializes in preventing, diagnosing and treating all eye problems related to diabetes.

♦ **A KIDNEY SPECIALIST (NEPHROLOGIST)**

Kidney disease can be a complication associated with diabetes. Early diagnosis of kidney problems and aggressive treatment can help preserve kidney function.

As part of JoslinCare, we do a urine test at least once a year to monitor for signs of early kidney disease. We also measure overall kidney function.

♦ **SOCIAL WORKER SERVICES**

An experienced licensed medical social worker is available to assist patients and families with financial or insurance challenges, mental health concerns, transportation needs, and so much more.

♦ **PODIATRIST**

People with diabetes are vulnerable to foot problems because diabetes can damage nerves and reduce blood flow. It is estimated that one in five people with diabetes who seek hospital care do so for foot problems. By taking proper care of your feet, you can avoid most serious health problems associated with diabetes. If foot problems do arise, your JoslinCare provider will refer you to an affiliated podiatrist for an assessment and treatment.

**Diabetes & Your Heart**

The most life-threatening complications of diabetes are heart disease and stroke, which occur in people with diabetes twice as often.

The diagnosis of diabetes as an adult presents the same risk as already having one heart attack. More than 65 percent of deaths in diabetes patients are attributed to heart and vascular disease.

The Joslin Diabetes Center stresses the optimum management of risk factors to prevent heart attack and stroke. In addition to blood glucose control, we stress goals for blood pressure (<130/80 mmHg); LDL cholesterol (<100 mg/dl or <70 mg/dl if vascular disease is present); smoking cessation; lifestyle changes (weight management and exercise); and the use of low dose aspirin if appropriate. This approach is sometimes referred to as preventive cardiology.

At the Joslin Diabetes Center, patients can be evaluated for peripheral arterial disease (PAD). Individuals with PAD have an increased risk for heart attack and stroke. PAD occurs when blood vessels in the legs are narrowed or blocked by fatty deposits. An estimated one out of three people with diabetes over the age of 50 have this condition. The ankle brachial index (ABI) is the test most commonly used to diagnose PAD. This test compares the blood pressure in your ankle to that in your arm. If the blood pressure in the lower part of your leg is lower than in your arm, you may have PAD.

An expert panel of the American Diabetes Association has recommended that people over the age of 50 have an ABI to test for PAD. People with diabetes younger than 50 may benefit from testing if they have other PAD risk factors (smoking, high blood pressure, abnormal cholesterol levels, or a family history

of heart attack or stroke). The ABI can be performed at the Joslin Diabetes Center. If indicated, more specialized tests and interventions can be performed by Upstate's vascular specialists. If you already have a private vascular specialist, we will work closely with that individual.

**What to Expect at Your Visit**

Consider each visit as a checkpoint to see how things are going. We will ask the following questions:

- ♦ What's working well? What isn't? Are you or your child meeting your JoslinCare goals?
- ♦ What are your concerns? Do you have any questions about the care received or your self-management plan?
- ♦ Are you getting too much or too little help from your family?
- ♦ Are you feeling stressed?
- ♦ Have you had any specific problems, including problems with medications?

At each visit, your JoslinCare team will identify your or your child's diabetes challenges and work with you to resolve them.

There are certain signs on the path to optimal health. JoslinCare experts have determined optimal goals for each of these signs, which we individualize to your needs. At each visit (or as often as your JoslinCare team recommends), we monitor the following:

♦ **Blood Glucose Levels**

This is an important measure of whether your diabetes is under control.

The monitoring of blood glucose (BG) is done at home with a glucose meter which measures the glucose level in the bloodstream at that moment. Keeping blood glucose levels within a specific target range is a major step to controlling diabetes.

Since blood glucose is determined by food intake, physical activity, medications and overall health, looking at patterns in BG levels allows

us to help you make adjustments in all these aspects of your treatment plan. It is essential that you bring your blood glucose records from the past two weeks and your meter to each visit so that you and your JoslinCare team can review them together.

♦ **AIC**

This is another way of measuring blood glucose control. The AIC test (which, like monitoring your BG levels, requires a fingerstick to obtain blood) provides a snapshot of blood glucose levels over the past two to three months. We recommend an AIC test two to four times a year.

♦ **Lipids (Cholesterol and Triglycerides)**

These are usually checked annually or more often if you take medications to lower cholesterol. Cholesterol levels are important for maintaining cardiovascular (heart and blood circulation) health.

♦ **Blood Pressure**

Blood pressure (BP) is usually checked at all visits because control of blood pressure is extremely important to maintaining cardiovascular health.

♦ **Weight**

For most people with diabetes, maintaining a healthy weight is a critical component of treatment and can also have a positive impact on BP, lipids and BG control.

**Healthy Living Goals**

Your healthy-living goals concern lifestyle, frequency of monitoring blood glucose, healthy eating habits and becoming more active, and contain tools to help patients achieve these goals. Specifically, for adults, it includes your blood pressure goal (for adults usually less than 130/80), your AIC goal (generally less than 7 percent), and goals for lipids (LDL-cholesterol less than 100 mg/dl; less than 70 mg/dl in the presence of heart disease).



## Referrals & Appointments

These include recommended education programs, appointments and referrals to specialists.

## Our Websites

Our websites have a wealth of information. You'll find the latest advice and research results on diabetes and all of its complications, as well as links to our education and philanthropy options. You can also go to [www.upstate.edu/joslin](http://www.upstate.edu/joslin) to learn more about the specific clinical, educational and research clinical trial offerings available at the Joslin Diabetes Center at Upstate through its clinical practice in Syracuse (across from Nottingham High School) and through Upstate Medical University and Upstate University Hospital.

For information about ongoing research trials or about becoming a research volunteer, call the clinical research team at 315-464-9007.

On [www.joslin.org](http://www.joslin.org), click on "Learn About Diabetes" for our Beginner's Guide and a comprehensive library with articles that cover diabetes treatment, monitoring, nutrition, exercise, foot care, complications, mental health and Joslin's Clinical Guidelines, among many other topics.

Through the Boston Joslin.org website, we offer pedometers, guidebooks on diabetes self-care (such as the newly updated Joslin Guide to Diabetes Care), videos (such as Joslin's Keep Moving...Keep Healthy with Diabetes video), and a variety of cookbooks with tasty and healthy recipes.

## EPIC/MY CHART

Patients of Upstate University Hospital and the Joslin Diabetes Center can now sign up, for free, with the completely secure, on-line tool, MyChart, in order to gain access to their medical information, as recorded by Upstate/Joslin providers. MyChart allows members to:

- ♦ Communicate with their health care providers as well as family members
- ♦ Obtain advice
- ♦ Access their medical history, including allergies, immunizations and flu shot history
- ♦ Access information about their medications and test results
- ♦ Learn about preventive care measures applicable to them
- ♦ Refill prescriptions
- ♦ View, request and cancel appointments

## Directions to the Joslin Diabetes Center

**Heading South (Mattydale & South) on Rt. 81** Take 81 South Exit onto Rt. 690 E, then exit at Teall Ave. Turn right and onto Teall Ave. **Teall will become Columbus as you cross Erie Blvd E.** Turn left onto E. Genesee St. Continue on E. Genesee to 3229. Joslin is on the left. Nottingham High School is across the street.

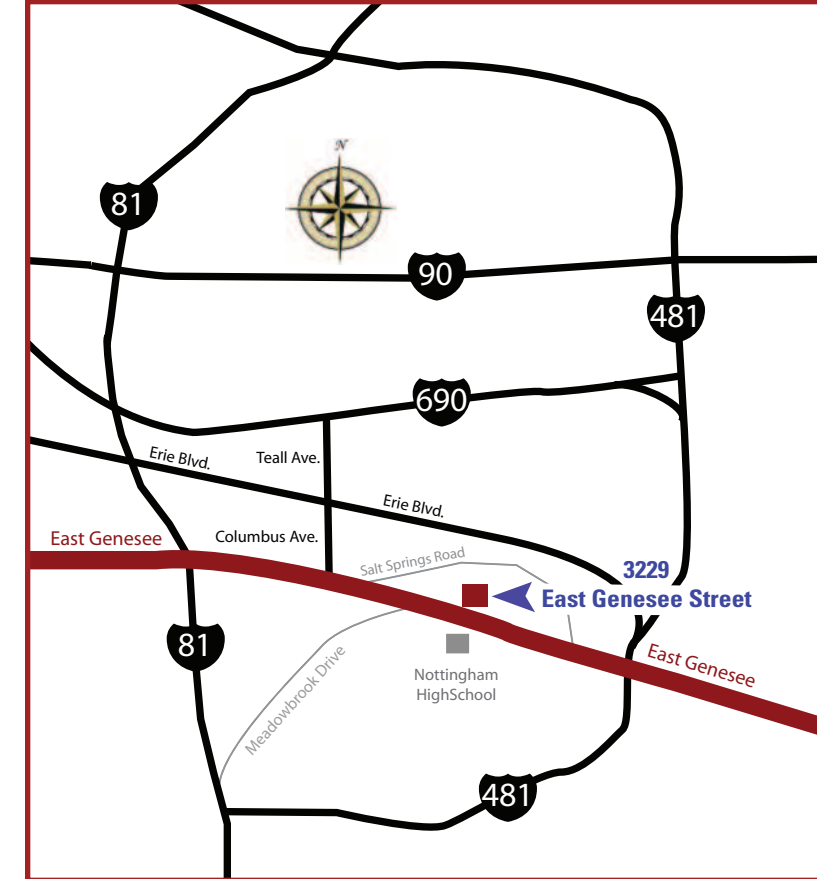
**Heading South (Cicero & North) on Rt. 81** Take 81 South to 481 Dewitt exit 3W. Take E. Genesee Street about 2 miles to 3229. Joslin is on the right. Nottingham High School is across the street.

**Heading North on Rt. 81** Take Exit 16A off Rte 81 N to 481 N. Continue along 481 N to Dewitt Exit 3W. Follow off ramp onto E. Genesee Street. Continue on E. Genesee Street about 2 miles. Joslin is on the right. Nottingham High School is across the street.

**Heading East on Rt. 690** Exit at Teall Ave. Turn right and continue on Teall. **Teall becomes Columbus as you cross Erie Blvd E.** Turn left onto E. Genesee St. Continue on E. Genesee to 3229 (on the left). Nottingham High School is across the street.

**Heading West on Rt. 690** Exit at Teall Ave. and turn left and continue on Teall. **Teall becomes Columbus as you cross Erie Blvd E.** Turn left onto E. Genesee St. Continue on E. Genesee to 3229 (on the left). Nottingham High School is across the street.

**Heading East on the NYS Thruway (I 90)** Take exit #39. Take 690 E to Syracuse and exit at Teall Ave. Turn right and continue on Teall. **Teall becomes Columbus as you cross Erie Blvd E.** Turn left onto E. Genesee St. Continue on E. Genesee to 3229. Joslin is on the left. Nottingham High School is across the street.



**Heading West on the NYS Thruway (I90)** Take exit #34A. Take 481 South to Dewitt Exit 3W. Turn right on to E. Genesee Street and go to 3229 on the right. Nottingham High School is across the street.

### Centro Bus Route:

Take the "Westcott #530" bus. If you are returning to downtown, take any "Downtown" bus or the "Fairmount #78" bus.

