



Case Study: >>Kim S.

Single Mom with Multiple Chronic Conditions Benefits from Regimen Reminders



Kim S. is a single mom of a teenage daughter. She suffers from several chronic conditions including diabetes, asthma, hypertension, high cholesterol, back spasms and migraines. Her daily schedule is dominated by her self-care regimen. She does blood tests and takes insulin four times daily; she takes two nebulizer treatments daily; two electrostimulation treatments daily; and takes sixteen other medications at four other times daily. Due to her chronic conditions, she has frequent doctor appointments with different specialists.

Kim has many characteristics of an ideal candidate to manage a complex self-care regimen. She is intelligent, has very good organizational skills, and understands the importance of closely adhering to the prescribed course of medications, tests and treatments. She accepts the responsibility for self-care and the potential consequences to her health for non-compliance even though she lacks family or other social supports.

Despite these positive characteristics, Kim's health status has put her on the verge of trouble. Her regimen leaves little room for error. In addition, the effects of her medication impact her schedule. For instance, the medication she takes at 8:00 am causes drowsiness, which has led to her sleeping through the time for her 10:00 treatment, which throws off her schedule for meals and other treatments for the rest of the day, increasing the organizational demands.

Kim requested to participate in her state's Medicaid Wireless Medication Reminder Program. In this program, she is provided with a text pager and receives text reminders with personalized instructions at each time during the day when she needs to carry out a self-care activity.

Kim considers her reminders to be a godsend. "This is just what I needed," she says. She reports feeling less stress and more confidence in meeting her self-care responsibilities. She is still ill and faces many challenges, but has improved her compliance and is feeling better.