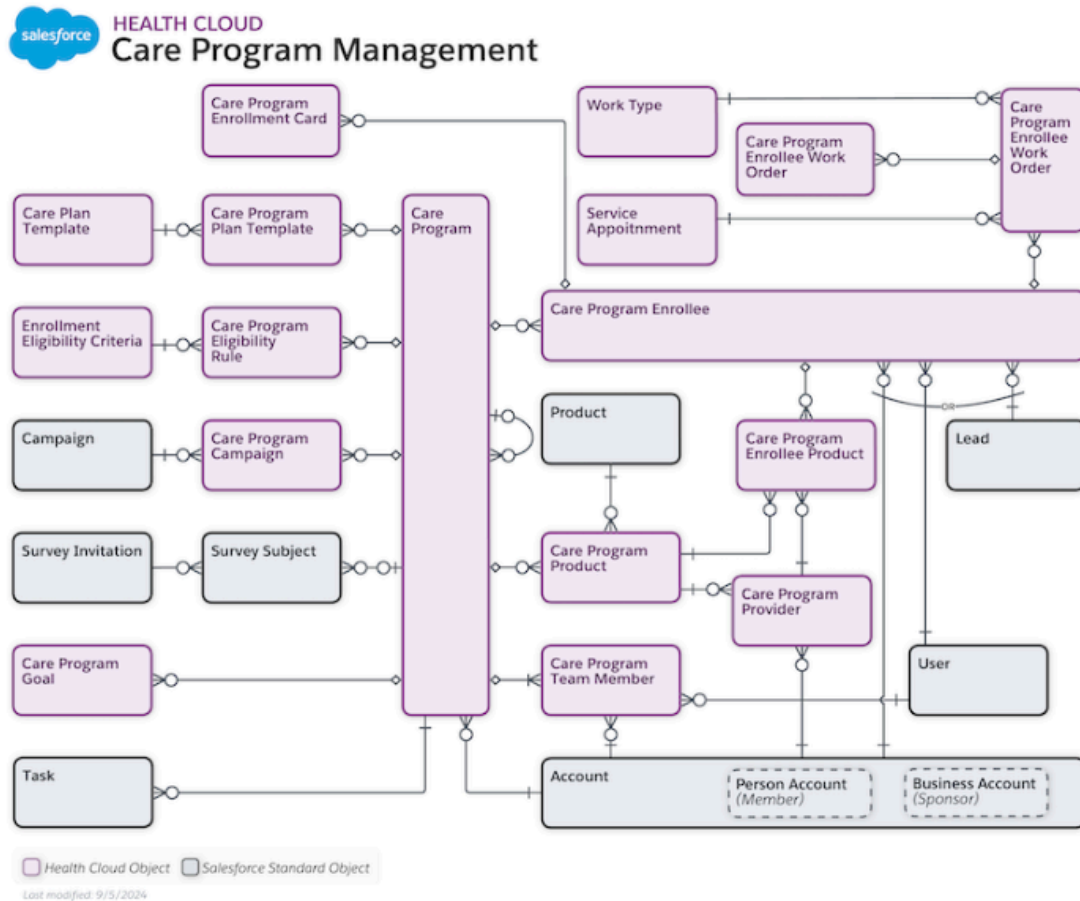


# Care Program Management



## Example Scenario

A healthcare company or pharma support team runs multiple diabetes-related care programs for different patient populations.

1. Type 1 Diabetes (T1D)
2. Type 2 Diabetes (T2D)
3. Pre-diabetes Lifestyle Program

Each program can use one or more **shared templates** (onboarding, nutrition coaching, insulin training).

## CareProgram

Care Program	Description
T1D_Support	Type 1 Diabetes support for insulin users
T2D_Lifestyle	Type 2 Diabetes lifestyle and diet coaching
Prediabetes_Education	Low-risk patients in education-only program

## CareProgramTemplates

CareProgramTemplate	Description
Insulin_Training_Template	Goal/tasks for teaching insulin use
Diet_And_Exercise_Template	Goal/tasks for lifestyle management
Glucose_Monitoring_Template	SMBG tracking support plan

## Mappings (CareProgramTemplateMapping)

CareProgram__c	CareProgramTemplate__c
T1D_Support	Insulin_Training_Template
T1D_Support	Glucose_Monitoring_Template
T2D_Lifestyle	Diet_And_Exercise_Template
Prediabetes_Education	Diet_And_Exercise_Template

### Insulin Training Template ( goals & Tasks)

Goal	Tasks
Understand insulin usage	Schedule initial nurse consultation
	Watch insulin administration video
	Review insulin storage guide
Safely self-administer insulin	Attend nurse-led injection demo
	Practice self-injection with supervision
	Complete injection skills checklist
Establish injection routine	Set injection reminders (daily)
	Log first 7 days of injections
	Nurse follow-up call after 1 week

### Diet and Exercise Template (Goals & Tasks)

Goal	Tasks
Improve dietary habits	Attend virtual nutrition workshop
	Keep 3-day food diary
	Meet with dietitian
Increase physical activity	Enroll in walking program
	Track 5 workouts in app
	Weekly motivational SMS
Improve self-discipline and habits	Daily blood sugar & activity log
	Weekly self-reflection journal
	Monthly progress review with coach

## Glucose Monitoring Template (Goals & Tasks)

Goal	Tasks
Learn glucose monitoring basics	Attend SMBG training webinar
	Read glucose meter instruction manual
	Complete quiz on glucose ranges
Build SMBG routine	Set morning/evening reminders
	Record readings for 14 days
	Upload logs to portal
Review data for action	Schedule review call with nurse
	Identify trends from logs
	Adjust schedule based on findings

## Products

Product Name	Product Code	Type	Manufacturer	Notes
Humulin N	INS-HN	Insulin (Intermediate)	Eli Lilly	Common for T1D
Novolog FlexPen	INS-NF	Insulin (Rapid)	Novo Nordisk	Rapid acting insulin
Dexcom G7 CGM	CGM-G7	Continuous Glucose Monitor	Dexcom	Device for glucose tracking
FreeStyle Libre 2	CGM-FL2	Flash Glucose Monitor	Abbott	Wearable glucose tracker
Diabetes Edu Kit	EDU-DEK	Patient Education	Internal (Program)	Printed/digital materials

## Product - care program (many to many relationship)

Care Program (Name)	Product (Name)
T1D_Support	Humulin N
T1D_Support	Dexcom G7 CGM
T2D_Coaching	Novolog FlexPen
T2D_Coaching	Diabetes Edu Kit
Prediabetes_Education	Diabetes Edu Kit
T1D_Support	Diabetes Edu Kit
T2D_Coaching	FreeStyle Libre 2

## Understand Care Program Provider object

### Real-World Meaning

“Nurse Olivia Patel administers the Dexcom G7 Onboarding Program in the T1D Support Program.”

### This would be modeled as:

- ❖ Care Program: T1D Support
- ❖ Product: Dexcom G7 CGM
- ❖ Care Program Product: Junction of those two
- ❖ Care Program Provider: Links to:
  - Care Program Product (Dexcom in T1D Support)
  - Contact (Olivia Patel)
  - Account (Provider org: "SF Diabetes Group")

Name	Care Program Product	Contact / User	Provider Account	Role	Status
Olivia Patel - Dexcom	Dexcom G7 in T1D Support	Olivia Patel (User)	SF Diabetes Group	Nurse Educator	Active
Dr. Chen - Humulin	Humulin N in T1D Support	Dr. Linda Chen (User)	SF Diabetes Group	Endocrinologist	Active
Marcus Walker - EduKit	Diabetes Edu Kit in T2D Program	Marcus Walker (User)	FitWell Coaching	Health Coach	Active
Malik - Libre 2	FreeStyle Libre 2 in T2D Program	Dr. Ayesha Malik	Health First Clinic	CGM Trainer	Active
Outreach Team - EduKit	Diabetes Edu Kit in PreD Program	N/A (Generic Provider)	CommunityHealth Org	Educator Team	Inactive

**Perfect — let's walk through a real-world scenario that clearly shows the difference between:**

- **Program Manager**
- **Care Coordinator**
- **Doctor (Care Program Provider)**

**Using your T1D Support Program example, here's how it works when a patient joins.**



## **T1D Support Program – Walkthrough**



**Patient: John Doe (recently diagnosed with Type 1 Diabetes)**

---

## **Program Manager – Sarah Lopez**

**Role:** Owns the care program's structure, design, team, and KPIs

**What Sarah does:**

- Created the T1D Support Program in Salesforce
- Configured available products (Dexcom G7, Humalog, education kits)
- Assigned team members (nurses, coaches, doctors) to the program
- Monitors how many patients are enrolled
- Reviews outcome data (A1C drop, engagement rates)
- Approves workflows and makes changes if needed

 Sarah doesn't meet with patients directly.

---

## **Care Coordinator – Olivia Patel**

**Role:** Supports patients directly and ensures care plan tasks are completed

**What Olivia does when John joins:**

- Gets a notification from Salesforce via Flow that a new enrollee was added
- Reviews John's case (medical history, program goals)
- Schedules John's CGM training session and insulin education
- Calls John to explain the care plan goals
- Logs updates in Case, adds progress to Goals and Tasks
- Coordinates with providers like the doctor and CGM rep

- Tracks if John is missing appointments or needs support

👉 Olivia is the patient's main point of contact.

---

👨‍⚕️ **Doctor – Dr. Linda Chen (Care Program Provider)**

**Role: Delivers clinical services or reviews care decisions**

**What Dr. Chen does:**

- Gets assigned to John via **Care Program Provider** record
- Reviews John's diagnosis and approves insulin prescription
- Performs in-person or telehealth visit for clinical follow-up
- Writes orders for CGM (Dexcom G7)
- Advises Olivia if care plan needs to change

👉 Dr. Chen treats the patient directly but doesn't manage the program or daily logistics.



Task / Scenario	Program Manager	Care Coordinator	Doctor (Provider)
Create/Configure the Program	✓ Yes	✗ No	✗ No
Assign team members	✓ Yes	✗ No	✗ No
Call or message patients	✗ No	✓ Yes	✗ (Rarely)
Schedule training	✗ No	✓ Yes	✗ No
Deliver insulin or device consultation	✗ No	✗ No	✓ Yes
Review patient A1C trends across program	✓ Yes	✗ Maybe	✗ Maybe
Update care plan tasks/goals	✗ No	✓ Yes	✗ Maybe (notes)