

# Diabetes Disaster Averted #2: Insulin Pump Mystery

*This article originally posted 12 October, 2010 and appeared in [Diabetes Control.com](http://Diabetes Control.com)*

**"One of our pump-using patients reported a sudden increase in blood glucose lasting several days. No ketones were present, but the blood glucose was chronically elevated (300 mg/dl plus). Changing infusion sets didn't fix it. Rotating to a new body part...**

nor did switching to a fresh vial of insulin. We noticed a symbol on their "home screen" denoting that a special feature was running. Upon investigating, we found that they accidentally switched the pump to a secondary basal pattern with the rate set at 0.0 units/hr. Reverting back to their standard basal program and deactivating the extra basal programs led to immediate resolution."

Our thanks and a cash gift card go out to Gary Scheiner MS, CDE, Owner & Clinical Director, Integrated Diabetes Services ([www.integrateddiabetes.com](http://www.integrateddiabetes.com)) for this week's Diabetes Disaster Averted.

## **Bottom Line:**

As a pump trainer I know that often times when it comes to how to change pump settings most patients don't have a clue. This happens because they may go for a very long time on the first settings in their pump and never get a chance to practice. Setting a second basal program happens quite often as the patient sees their clinician and is instructed to change rates but is not sure how to do it and accidentally sets up a second bolus. Experience shows that many users feel if they go back to the home screen they can undo whatever they have done. As a way to protect your patients from this, ask them to call the support center of their respective company and let them walk the patient through the changes. -- Dave Joffe, Editor-in-chief

If you have a "disaster averted" story, please send it in. If we use it you will receive a Visa Gift Card worth \$50.00. Click here to let us know the details. (You can use your name or remain anonymous if you prefer.)

**For more information on Diabetes Safety and Error Prevention, please visit our website page on this topic at this link: [Safety and Error Prevention](#).**