



# CALIFORNIA CHRONIC CARE LEARNING COMMUNITIES INITIATIVE COLLABORATIVE

Learning Session 1: Breakout Session 1 – Assessing Chronic Illness Care

Team Name:

Date:

### Directions:

Please score each section from the perspective of your pilot site as directed by the facilitator. For each category, please circle the point value that best describes the level of care that currently exists in the pilot site for diabetes.

### Clinical Information System

Timely, useful information about individual patients and populations of patients with chronic conditions is a critical feature of effective programs, especially those that employ population-based approaches.

Areas to consider:

- Registry (list of patients with specific conditions)
- Timely reminders for providers and patients
- Information about relevant subpopulations for proactive care
- Patient treatment or care plans
- Feedback to provider teams and care system

Score:

0    1    2    3    4    5    6    7    8    9    10    11

**Areas within Clinical Information Systems where you are particularly strong:**

**Areas within Clinical Information Systems where you intend to do more testing:**

### Decision Support

Effective chronic illness management programs assure that providers have access to evidence-based information necessary to care for patients—decision support.

Areas to consider:

- Evidence-based guidelines embedded in practice
- Involvement of specialists in improving primary care
- Effective provider education modalities
- Evidence-based guidelines shared with patients

Score:

0    1    2    3    4    5    6    7    8    9    10    11

This survey was modified from the *Assessment of Chronic Illness Care*, developed by the MacColl Institute for Healthcare Innovation at Group Health Cooperative.



**Areas within Decision Support where you are particularly strong:**

**Areas within Decision Support where you intend to do more testing:**

**Delivery System Design**

Evidence suggests that effective chronic illness management involves more than simply adding additional interventions to a current system focused on acute care. It may necessitate changes to the organization of practice that impact provision of care.

Areas to consider:

- Care delivered by teams with well-defined roles and tasks
- Planned visits to support evidence based care
- Clinical case management services for complex patients
- Regular Follow-up by care team
- Care that patients understands and that fits with their cultural background

**Score:**

0    1    2    3    4    5    6    7    8    9    10    11

**Areas within Delivery System Design where you are particularly strong:**

**Areas within Delivery System Design where you intend to do more testing:**



**Self-Management Support**

Effective self-management support can help patients and families cope with the challenges of living with chronic illness and reduce complications and symptoms

Areas to consider:

- Emphasis on the patient’s central role in managing his or her health
- Strategies that include assessment, goal-setting, action planning, problem-solving and follow-up
- Internal and community resources to provide ongoing self-management support to patients

**Score:**

0    1    2    3    4    5    6    7    8    9    10    11

**Areas within Self-Management Support where you are particularly strong:**

**Areas within Self-Management Support where you intend to do more testing:**

**Community Linkages**

Linkages between the health delivery system (or provider practice) and community resources play important roles in management of chronic illness

Areas to consider:

- Link patients to outside resources
- Partnership with community organizations
- Involvement with legislative or regulatory issues

**Score:**

0    1    2    3    4    5    6    7    8    9    10    11

**Areas within Community Linkages where you are particularly strong:**



**Areas within Community Linkages where you intend to do more testing:**

**Health Care Organization**

Chronic illness management programs can be more effective if the overall system in which care is provided is oriented and led in a manner that allows for a focus on chronic illness care

Areas to consider:

- Overall visible organizational leadership in chronic illness care
- Improvement strategy for chronic illness care
- Open and systematic handling of errors and quality problems to improve care
- When appropriate, benefits and incentives based on quality of care
- Agreements that facilitate care coordination within and across organizations

**Score:**

0    1    2    3    4    5    6    7    8    9    10    11

**Areas within Healthcare Organization where you are particularly strong:**

**Areas within Health Care Organization where you intend to do more testing:**