

The Chronic Care Model

Mission Statement: Northwest Health Services provides excellent patient-centered comprehensive primary and preventive care to our community.

Health Care Organization:

- Senior leaders (CEO,COO, & Medical Director) visibly support and promote the effort to improve chronic care.
- We have implemented an update in every monthly staff meeting with the nurses, providers, QA, & quarterly to the board
- Make improving chronic care a part of the organization's vision, mission, goals, performance improvement and business plans.
- Assigned day-to-day leadership for continued clinical improvement.

Community Resources and Policies

- We have identified effective programs and encourage patients to participate.
- Established linkages with pharmaceutical reps for defrayed medication costs, education materials, and monitors
- Utilize AM Home Medical Co. to fit Medicare patients for Diabetic shoes
- Raise community awareness through networking, outreach and education

Self-management Support

- Assess patient self-management knowledge, behaviors, confidence, and barriers
- Use diabetes / depression self-management tools that are based on evidence of effectiveness
- Set and document self-management goals with patients
- Monthly group meetings formatted to educate and provide support to the patients

Decision Support

- Establish linkage with Ophthalmology specialist, so that we have access to expert support services for our patients
- Implement protocol for administration of Pneumococcal and influenza vaccine to all Chronic patients
- Establish linkage with the Dental Clinic to assure services are available to all of our patients
- Provide oriented interactive training programs for all staff in support of chronic illness improvement.

Delivery System Design

- Use the registry to review care and plan visits
- Adopted the ADA Guidelines, Depression screening tool and PHQ-9
- Developed a method of identifying patient charts while maintaining confidentiality

Clinical Information System

- Develop processes for use of the registry, including designating personnel for data entry
- Use the registry to generate reminders and care-planning tools for individual patients
- Include clinically useful and timely information on all patients in a register
- Tracking results to monitor progress