

Chronic Condition Management (CCM) Practice Preparation Checklist

PLANNING AREA	TASKS TO DO
1 - Prepare your team	<ul style="list-style-type: none"> <input type="checkbox"/> Have a change team meeting and communicate upcoming changes to the team. <input type="checkbox"/> Nominate a CCM change lead. <input type="checkbox"/> Discuss with your wider team what is changing and why. <input type="checkbox"/> Get staff ideas and feedback on proposed change plans
2 - Plan the transition	<ul style="list-style-type: none"> <input type="checkbox"/> Plan team roles - use the CCM team role planner. <input type="checkbox"/> Plan key activities and timelines. <input type="checkbox"/> Determine/review the process for booking review appointments. <input type="checkbox"/> Document and communicate any changes to booking processes. <input type="checkbox"/> Document the change plan. <input type="checkbox"/> Communicate change plan to the whole practice. <input type="checkbox"/> Set up a shared file/folder for the change team to share documents etc. <input type="checkbox"/> Plan regular meetings of the change team to track progress and ensure team members have progressed with/completed their required tasks. <input type="checkbox"/> Communicate progress regularly with whole of practice via noticeboard, email, group chat, staff meetings. <input type="checkbox"/> Discuss the upcoming changes with your allied health providers
3 - Review your resources	<ul style="list-style-type: none"> <input type="checkbox"/> Do a stocktake of existing CDM resources. <input type="checkbox"/> Locate resources in central location for ease of access. <input type="checkbox"/> Allocate staff members and timelines for updating resources
4 – MyMedicare – patient registration drive	<ul style="list-style-type: none"> <input type="checkbox"/> Posters, information sheets brochures for patients <input type="checkbox"/> Calls to action/communications to patients (email, SMS, direct communication) <input type="checkbox"/> Educate patients on preferred MyMedicare registration method ie MyGov account or Medicare app. <input type="checkbox"/> Use Primary Sense report to capture eligible patients. <input type="checkbox"/> Have MyMedicare brochures at reception. <input type="checkbox"/> Monitor the list of your patients who have deregistered from your practice in HPOS and follow up. <input type="checkbox"/> Coordinate the MyMedicare registration of RACH patients
5 - Raise patient awareness	<ul style="list-style-type: none"> <input type="checkbox"/> Consider patient messaging around the changes (What's in it for them?) <input type="checkbox"/> Poster, information sheets brochures for patients
6 - Recall existing CDM patients	<ul style="list-style-type: none"> <input type="checkbox"/> Communicate changes from CDM to CCM to patients. <input type="checkbox"/> Recall existing CDM patient for new CCM plan
7 - Identify new CCM patients	<ul style="list-style-type: none"> <input type="checkbox"/> Use clinical software and other data tools identify eligible patients by condition, medication, etc. <input type="checkbox"/> Identify patients who have been previously identified for CCM but have not taken up the offer and follow up with them (e.g. Primary Sense Health Assessment or Patient with High Complexity reports) <input type="checkbox"/> Identify new CCM patients during consultations, HA's, immunisations etc
8 - Check in, review and celebrate	<ul style="list-style-type: none"> <input type="checkbox"/> What is needed to embed the current changes? <input type="checkbox"/> How will you track CCM reviews? <input type="checkbox"/> Update workflow documents, position descriptions and policy and procedures manuals. <input type="checkbox"/> Plan your next steps. <input type="checkbox"/> How will you celebrate your successes?