

Evidence-based Chronic Illness Care:
A Public Health Challenge for the 21st
Century

Prof. Alberto Barceló

University of Miami

Introduction

Care for Chronic Non-communicable Diseases (CNCD), such as cardiovascular disease (CVD), diabetes, cancer and chronic obstructive pulmonary disease (COPD) is a global health problem. Research demonstrates that the vast majority of people with CNCD do not receive adequate care. More than 70% of people who suffer from CNCD do not reach a good control. This is due in principle results from inadequate management, but it also related to lack of access to quality care and the existence of numerous financial barriers. This course describes a model of care to organize health services for CNCD within the framework of primary health care (PHC). The course provides a practical guide for administrators of health programs, policymakers and primary care teams on the planning and providing high-quality services for people with CNCD or their risk factors.

Course Objectives

At the conclusion of the course, participants will be able to:

1. Describe the need for and the justification for implementing quality improvement strategies based on primary health care.
2. Identify and describe different components of the Chronic Care Model (CCM).
3. Describe common interventions in order to improve quality of care for CNCD in particular those applicable to disadvantaged populations.
4. Develop an outline of a proposal to carry out interventions in order to improve the quality of care in a public health environment.

Group Activities:

1. Completion of the ACIC Questionnaire and discussion of results
2. Completion (or discussion) of the PACIC Questionnaire
3. Evaluation of international guidelines with the AGREE instrument
4. Produce an outline for a quality improvement proposal
5. Presentation and discussion of proposal outlines at the end of the course

Main Topics

1. The Chronic Care Model (CCM)
2. The Health Care Organization
3. Delivery-Systems Design
4. Self-Management Support
5. Decision Support
6. Clinical Information Systems
7. Community: Resources and Policies

Course Schedule

First Day – 16/10/2017

08:30 AM– 09:00 AM Registration

09:00 AM-09:30 AM Welcome and Introduction

09:30 AM-10:30 AM Evidence Based Chronic Illness Care: The Chronic Care Model and a supportive health care organizations (Conference)

10:30 AM-11:30 AM The Assessment of Chronic Illness Care (ACIC). Exercise introduction.

11:30 AM- 01:00 PM Group Activity: Questionnaire ACIC

01:00 PM- 02:00 PM Lunch

02:00 PM- 02:40 PM The Passport for Healthy Lifestyle

02:45 PM- 03:20 PM Importance of care monitoring and quality improvement strategies

03:20 PM- 4:00 PM Chronic Disease Electronic Management System (CDEMS)

Second Day – 18/10/2017

09:00 AM-09:40 AM Quality Matters: From the design of health service delivery to how a clinician decision

is supported (conference)

09:30 AM-11:30 AM The AGREE methodology: Group Activity

11:30 AM-01:00 PM Presentation of results

01:00 PM- 02:00 PM Lunch

02:00 PM- 02:40 PM Assessment of Chronic Illness Care (ACIC): Presentation of Results

02:45 PM- 04:00 PM Group Activity: Preparation of intervention proposals

Third Day – 18/10/2017

09:00 AM-09:30 AM Self management support: the role of patients, families and communities (conference)

09:30 AM-11:30 AM The Patient Assessment of Chronic Illness Care (PACIC): Group Activity

11:30 AM- 01:00 PM Presentation of Results

01:00 PM- 02:00 PM Lunch

02:00 PM- 03:20 PM Preparation of intervention proposals

03:20 PM- 4:30 PM Presentation of Proposals

04:30 PM– 05:30PM Final Exam

Recommended Readings

1. Pan American Health Organization. Innovative care for the chronic conditions: Organization and delivery of high-quality care to the non-communicable chronic diseases in the Americas. Washington, DC. OPS, 2013. ISBN 978-92-75-31738-9. Available at http://www.paho.org/hq/index.php?option=com_docman&task=doc_view&gid=22257+&Itemid=999999&lang=es
2. Pan American Health Organization. Manual for Implementing Quality Care for Chronic Conditions. Washington DC, 2014 (in process)
3. Barceló A, Luciani S, Agurto I, Orduñez P, Tasca R, Sued O. Mejorar la atención de enfermedades crónicas a través de las redes integradas de servicios de salud. Washington: Pan American Health Organization; ISBN 978-92-75-31669-6. Washington DC 2012. Available in http://new.paho.org/hq/index.php?option=com_docman&task=doc_view&gid=21400&Itemid=. Consulted on 23 May 2013.
4. Wagner EH, et al. Quality Improvement in Chronic Illness Care. A Collaborative Approach. J Quality Improvement 2001;27(2):63-80.
5. Pan American Health Organization. Plan of Action for the prevention and the non-communicable disease control in the 2013–2019 Americas. ISBN 978-92-75-31844-7 Washington, D.C.: PAHO, 2014.
6. Improving Chronic Illness Care. Assessment of Chronic Illness Care (ACIC). Available at

http://www.improvingchroniccare.org/index.php?p=AClc_Survey&s=35. Visited on 5 November 2015.

7. Improving Chronic Illness Care. Patient Assessment of Chronic Illness Care (PACIC) Survey. Available at

http://www.improvingchroniccare.org/index.php?p=PACiC_Survey&s=36. Visited on 5 November 2015.

8. IHI. Improving your practice manual. 2005 Improving Chronic Care. Available at http://www.google.com/url?url=http://www.improvingchroniccare.org/downloads/improving_your_practice_manual_icic.doc&rct=j&frm=1&q=&esrc=s&sa=U&ei=ztxbVPnGGyikNvfggOgl&ved=0CBQQFjAA&usg=AFQjCNHVY7TewM3Sgv9JyvEJDrcPwO9JWA. Visited on 5 November 2015.

9. The Commonwealth Fund. Reducing Care Fragmentation: A Toolkit for Coordinating Care Available at:

http://www.google.com/url?url=http://www.improvingchroniccare.org/downloads/reducing_care_fragmentation.pdf&rct=j&frm=1&q=&esrc=s&sa=U&ei=P5bVNnQBOrasATip4KwCg&ved=0CBQQFjAA&usg=AFQjCNHskZeh5hYrhV7CnF1DDSMmilHMNA Visitado el 5 de Noviembre de 2014

10. Ladden MD1, Bodenheimer T, Fishman NW, Flinter M, Hsu C, Parchman M, Wagner EH. The emerging primary care workforce: preliminary observations from the primary care team: learning from effective ambulatory practices project. *Acad Med.* 2013 Dec;88(12):1830-4. doi:10.1097/ACM.0000000000000027.

11. Battersby, M. Von Korff, M, Schaefer, J, Davis, C, Ludman, E, Greene, S.M., Parkerton, M, Wagner, E.H. 'Twelve Evidence-Based Principles For Implementing Self-Management Support in Primary Care. *Journal on Quality and Patient Safety*, Vol. 36 No. 12 December 2010 pp. 561-570.

12. Schaefer J, Miller D, Goldstein M, Simmons L. Partnering in Self-Management Support: A Toolkit for Clinicians. Cambridge, MA: Institute for Healthcare Improvement; 2009. Available at: http://www.improvingchroniccare.org/downloads/selfmanagement_support_toolkit_for_clinicians_2012_update.pdf