Chronic Condition Management (CCM) Practice Preparation Checklist

PLANNING AREA	TASKS TO DO
1 - Prepare your team	☐ Have a change team meeting and communicate upcoming changes to the team. ☐ Nominate a CCM change lead. ☐ Discuss with your wider team what is changing and why. ☐ Get staff ideas and feedback on proposed change plans
2 - Plan the transition	☐ Plan team roles - use the CCM team role planner. ☐ Plan key activities and timelines. ☐ Determine/review the process for booking review appointments. ☐ Document and communicate any changes to booking processes. ☐ Document the change plan. ☐ Communicate change plan to the whole practice. ☐ Set up a shared file/folder for the change team to share documents etc. ☐ Plan regular meetings of the change team to track progress and ensure team members have progressed with/completed their required tasks. ☐ Communicate progress regularly with whole of practice via noticeboard, email, group chat, staff meetings. ☐ Discuss the upcoming changes with your allied health providers
3 - Review your resources	☐ Do a stocktake of existing CDM resources. ☐ Locate resources in central location for ease of access. ☐ Allocate staff members and timelines for updating resources
4 – MyMedicare – patient registration drive	☐ Posters, information sheets brochures for patients ☐ Calls to action/communications to patients (email, SMS, direct communication) ☐ Educate patients on preferred MyMedicare registration method ie MyGov account or Medicare app. ☐ Use Primary Sense report to capture eligible patients. ☐ Have MyMedicare brochures at reception. ☐ Monitor the list of your patients who have deregistered from your practice in HPOS and follow up. ☐ Coordinate the MyMedicare registration of RACH patients
5 - Raise patient awareness	☐ Consider patient messaging around the changes (What's in it for them?) ☐ Poster, information sheets brochures for patients
6 - Recall existing CDM patients	☐ Communicate changes from CDM to CCM to patients. ☐ Recall existing CDM patient for new CCM plan
7 - Identify new CCM patients	☐ Use clinical software and other data tools identify eligible patients by condition, medication, etc. ☐ 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) ☐ Identify new CCM patients during consultations, HA's, immunisations etc
8 - Check in, review and celebrate	☐ What is needed to embed the current changes? ☐ How will your track CCM reviews? ☐ Update workflow documents, position descriptions and policy and procedures manuals. ☐ Plan your next steps. ☐ How will you celebrate your successes?

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