SAMPLE CHECKLIST TO ASSIST IN SETTING UP A

# Systematic Approach to CDM

phn COUNTRY SA
An Australian Government Initiative

| Aspect | Key Questions | ✓ |
|---|---|---|
| **Demographic details** | What is the patient profile? Are there many patients with specific chronic diseases? | |
| | What can a Clinical Audit Tool data analysis tell us? | |
| | Can we identify our patients with chronic diseases e.g. diabetes? | |
| | Can we identify those asthma patients with moderate to severe asthma? | |
| | Which chronic disease initiatives could be utilised for this practice population? | |
| | Can we identify the patients who may benefit from HMR? | |
| | What one area will we address initially? | |
| **Clinical issues for GPs and Nurses** | Do I know about the Asthma Cycle of Care? | |
| | Do I know about the Diabetes Annual Cycle of Care? | |
| | Do I know about the Better Access, ATAPS and Mental Health Shared Care programs? | |
| | Can our practice utilise other staff members in managing chronic disease? | |
| | What new roles and skills are required in the practice to improve our CDM? | |
| | Do I know about the Medicare Chronic Disease Management (CDM) items and initiatives? | |
| | Do we know who we can refer to for Team Care Arrangements? | |
| | What Allied Health Professionals do we have onsite? | |
| | Do we need to set aside blocks of time for care planning? | |
| | Am I implementing Quality Use of Medicines / best-practice guidelines in the treatment of patients? | |
| | What is the role of the Practice Nurse in CDM? | |
| | What can be claimed through MBS for PN work? | |
| **Administration** | Is this practice registered for Practice Incentive Payments? | |
| | Do we know when we can claim for PIPS / SIPS? | |
| | Do we have good clinical data and record keeping? | |
| | Is the patient data base “clean”? | |
| | Are active, inactive, deceased, patient details and diagnosis coded correctly? | |
| | Do I have a Diabetes Register of diabetic patients? | |
| | Do I have a patient recall / reminder system? | |
| | Am I registered with Medicare Australia for diabetes, asthma or cervical screening SIPs? | |
| | Do we have appropriate templates for care planning on our clinical software? | |
| | Do we know how to import other templates into our system from websites? | |
| | Do we have all the forms required and do we need access to electronic forms? | |
| | Who will be involved in identifying patients that would benefit for care planning? | |
| | Who will send letters to patients and maintain records of responses? | |
| | Does the practice need to consider training for staff and/or employing a Practice Nurse? | |
| | Do staff have appropriate resources to perform duties? | |
| | Does the Practice Nurse have access to computer and a room to consult patients? | |


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| **Administration cont.** | For HMR – do we know the referral process to a community pharmacy or accredited pharmacist? | |
| | Does the practice have access to relevant resources/patient information? | |
| | Has the practice established links and communication processes with relevant service providers? | |
| | Do staff know how to complete billing and item number process? | |
| **Patients** | How do we inform the patients of our chronic disease management processes? | |
| | Who will decide which patient group to target? | |
| | Booking appointments – check with whom and the amount of time to be allocated? | |
| | Do we want to have specific patient clinics for established diseases? | |
| | Are all missed recall appointments followed up? How is this recorded? | |
| **Getting Started** | Take a continuous improvement approach in implementing CDM within the practice. Use the PDSA approach - Plan, Do, Study & Act.<br>**Plan:** Plan your goals so you know where you are going, what, who, when, where, predictions & data to be collected. Start small.<br>**Do:** Undertake the activities that you planned. Document any unexpected problems or outcomes.<br>**Study:** Have you achieved your targets and goals? Review and reflect on results. What feedback have you obtained along the way to improve what you do next time?<br>**Act:** What will you take forward from this cycle? Based on the feedback at the “Study” stage, make improvements; reset the goals and targets. | |