

Table 1: Characteristics of the Chronic Care Model

DESCRIPTION OF THE COMPONENTS OF THE CHRONIC CARE MODEL		
Component	Description	Example
Self-Management Support/ Develop Personal Skills	Enhancing skills and capacities for personal health and wellness	<ul style="list-style-type: none"> ● ■ Smoking prevention and cessation programs; RNAO BPG ● ■ Seniors walking programs
Decision Support	Integration of strategies for facilitating the community's abilities to stay healthy	<ul style="list-style-type: none"> ● Development of health promotion and prevention "best practice" guidelines ● Utilization of decision support tools
Delivery System Design Re-orient Health Services	Expansion of mandate to support individuals and communities in a more holistic way	<ul style="list-style-type: none"> ● Advocacy with, and on behalf of vulnerable populations <ul style="list-style-type: none"> ■ ● Emphasis on quality improvement and health and quality of life outcomes, as well as clinical outcomes <ul style="list-style-type: none"> ■
Clinical Information Systems	Creation of broadly based information systems to include community data reflecting the determinants of health	<ul style="list-style-type: none"> ■ Use of broad community needs assessment that take into account indicators such as: <ul style="list-style-type: none"> ● Poverty rates ● Availability of public transportation ● Violent crime rate
Informed, Activated Individuals and Families	The individual understands their chronic health condition, and has assumed the role of self-manager for their care. Family and friends are engaged in the individual's self-management process	<ul style="list-style-type: none"> ■ ● Consults with health-care provider as a guide; develops goals and self-care plan that includes family/friends
Prepared, Proactive Practice Team	Establish care for chronic health conditions as a priority among all team members	<ul style="list-style-type: none"> ■ Develop self-management goals and tools to be implemented in a collaborative way with the client, family and health team members
Community Resources and Policies	Working with the community groups to set priorities and achieve goals that enhance the health of the community	<ul style="list-style-type: none"> ● ■ Maintaining older people in their homes for as long as possible ● ■ Senior centres, and self-help groups

Adapted from Barr, J. V., et al. (2003). The expanded chronic care model: An integration of concepts and strategies from population health promotion and the chronic care model. *Hospital Quarterly*, 7(1), 79.