



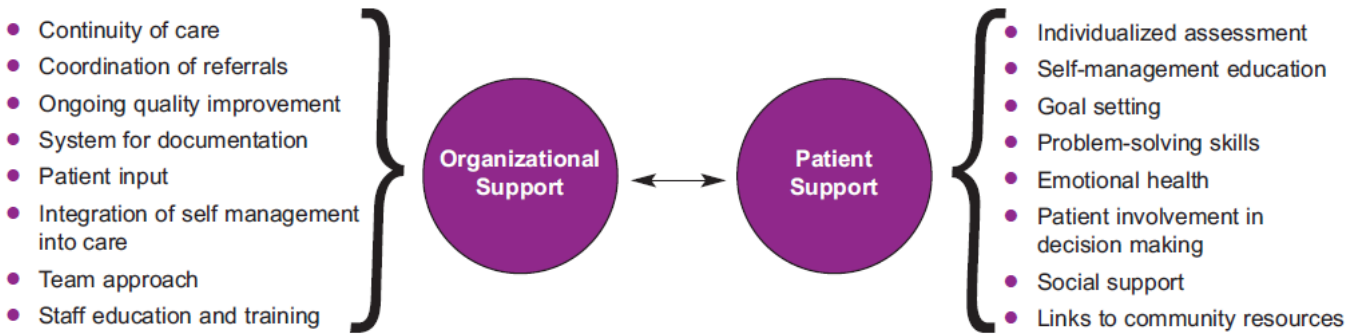
Chronic Condition Self-Management

QUICK REFERENCE for

Clinical Care Resources and Support (CCRS) * Assessment Tool for Chronic Condition Self-Management (CCSM)

CCRS Survey questions relate to 16 categories of Organisational or Patient Support

Assessment of Clinical Care Resources & Supports for Self-Management (CCRS)



Adapted from Joint Commission on Accreditation of Healthcare Organisations, 2007.

Quick Summary for LEVELS within CCRS Survey

Level	Performance	Description
Level D:	LOWEST level	INADEQUATE or non-existent activity.
Level C:	PATIENT-PROVIDER level	INFREQUENT/INCONSISTENT action; Consumer interaction is passive .
Level B:	TEAM level	ORGANISED, CONSISTENT, COORDINATED action plus A team-based approach
Level A:	HIGHEST level	Includes all of Level B Plus SYSTEM-WIDE adoption / INTEGRATION of self-management support.

* Developed by the Diabetes Initiative with support from Robert Wood Johnson Foundation, 2006. Adapted by the Royal College of Australia and New Zealand Psychiatrists (RANZCP), March 2010.



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