



Chronic Condition Self-Management Support

Supporting people to be actively involved
in their own health care



CCSM Support Capabilities:

Training, Resources and
References for Health Providers

Prepared by North Metropolitan Health Service (NMHS) Chronic Condition Self-Management (CCSM) Program, adaptations by Western Australian Country Health Service (WACHS) CCSM Program, input from South Metropolitan Health Service (SMHS) Chronic Condition Self-Management Program.

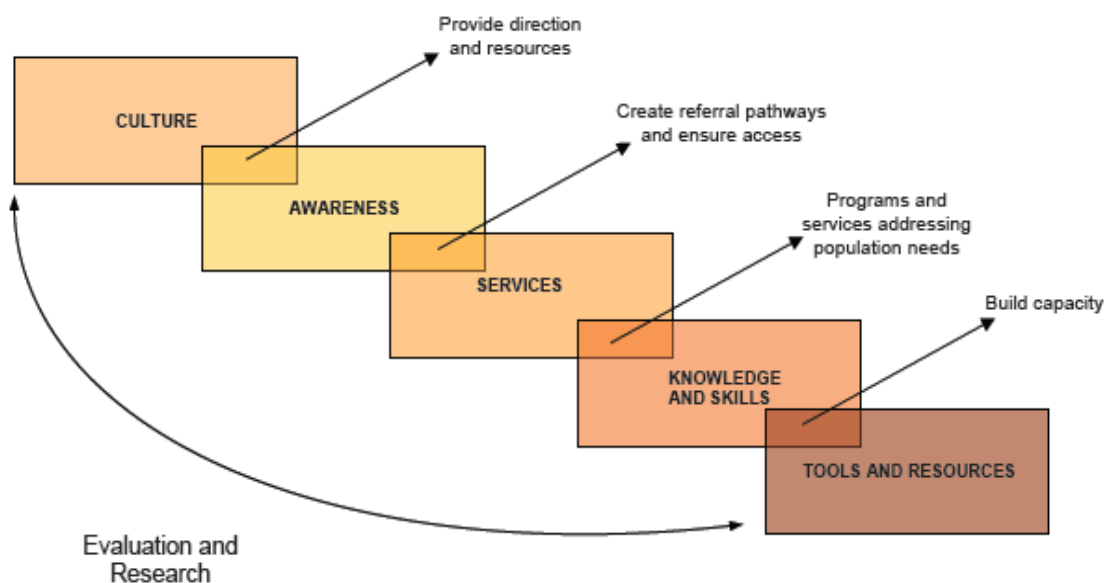
Trial Version, December 2012 v.3

CHRONIC CONDITION SELF-MANAGEMENT SUPPORT

Key Education, Training, Tools, Resources and References identified by Service Setting

Forward

This document was developed as part of the WA Chronic Conditions Self -Management Strategic Framework 2011-2015¹ to identify best practice education, training, tools and resources to enhance health providers' knowledge, skills and capacity to support consumers' to self-manage their long-term conditions.



The content has been indexed under key subject headings and subheadings to facilitate quick and easy access to:

- Education² and training³ modules and options;
- Tools and resources⁴, and
- References⁵

¹ WA Chronic Conditions Self -Management Strategic Framework 2011-2015 Health Networks Branch, Department of Health, WA. Available: www.healthnetworks.health.wa.gov.au/docs/1112_CCSM_Strategic_Framework.pdf

² Education is a broad concept that aims for conceptual and theoretical understanding. Essenhigh RH. A Few Thoughts On The Difference Between Education And Training. Letter to the editor of National Forum: *The Phi Kappa Phi Journal*, Spring 2000, p. 46.

³ Training is a subset of education and refers to the development of a specific skill or skill-set. Ibid.

⁴ Tools are designed for a specific purpose, targeted for use in a specific situation or setting. 'Resources' is a broader term that includes specific tools as well as other materials to inform practice. Adapted from The University of Melbourne. Department of Human Resources. Available: <http://www.hr.unimelb.edu.au>

⁵ Used here, a reference is a further source of information.

SECTION A: OVERVIEW STRATEGIC CONTEXT contains key, essential information on Chronic Condition Management (CCM) and Self-Management (CCSM) across all operational settings. This section includes mandatory Safety, Quality and Accreditation standards that relate to CCM and CCSM.

SECTION B: STRATEGIC KNOWLEDGE includes additional topics that are essential to a comprehensive understanding of CCM and CCSM, including health literacy, adult learning concepts and cultural awareness.

SECTION C: PERSON-CENTRED SKILLS are derived from seminal work undertaken at Flinders University⁶ which aimed to identify skills and competencies required by individual practitioners and primary healthcare systems to effectively provide self-management support to consumers with chronic conditions.

SECTION D: BEHAVIOUR⁶ AND LIFESTYLE change skills relate to theoretical understandings of the mechanisms of human behaviour and practical applications to facilitate desired changes. This section also includes the widely used Stanford and Flinders approaches to CCSM, and more generic behaviour change approaches such as motivational interviewing, brief interventions and coaching.

SECTION E: ORGANISATION / SYSTEM⁶ SKILLS and KNOWLEDGE are broader system enablers of CCSM support, including working in multidisciplinary teams and inter-professional learning, identifying and applying evidence-based practice and information, assessment and communication management systems.

⁶ Lawn, S. & Battersby, M., 2008. *Capabilities for supporting prevention and chronic condition self-management: a resource for educators of primary health care professionals*. Flinders University, Adelaide: Australian Government Department of Health and Ageing.

A OVERVIEW : STRATEGIC CONTEXT	
A1	<u>Chronic Condition Management (CCM)</u>
A2	<u>Chronic Condition Self-Management (CCSM)</u>
A3	<u>Evidence for CCSM</u>
A4	<u>WA Models of Care (MOC)</u>
A5	<u>CCSM Assessment Tools at Organisation, Practice & Individual levels</u>
A6	<u>Safety, Quality and Accreditation relevant to CCM / CCSM</u>
A6.1	<u>NSQHC Standard 2 : Partnering with Consumers</u>
A6.2	<u>NSQHC Standard 12 : Provision of Care</u>
A7	<u>CCM within a Primary Health Care approach (WACHS)</u>
B STRATEGIC KNOWLEDGE	
B1	<u>Person-Centred Care</u>
B2	<u>Health Literacy</u>
B3	<u>Adult Learning</u>
B4.1	<u>Cultural Awareness - Aboriginal</u>
B4.2	<u>Cultural Awareness - Multicultural</u>
B5	<u>Health Promotion approaches</u>
C PERSON- CENTRED SKILLS	
C1	<u>Communication skills</u>
C2	<u>Assessment of Self-Management capacity (strengths/barriers)</u>
C3	<u>Psychosocial assessment and support skills</u>
C4	<u>Assessment of health protective and risk factors</u>
C5	<u>Collaborative Care Planning - Overview</u>
C5.1	• <u>Problem Definition</u>
C5.2	• <u>Client agenda, goal setting and achievement</u>
C5.3	• <u>Structured problem solving and action planning</u>
C6	<u>Linking with Peer Support</u>
D BEHAVIOUR and LIFESTYLE CHANGE SKILLS	
D1	<u>Models of Health Behaviour Change</u>
D2	CCSM and Behaviour Change approaches:
D2.1	• <u>Motivational Interviewing and Brief Interventions</u>
D2.2	• <u>Coaching</u>
D2.3	• <u>Stanford - Chronic Disease Self-Management Program</u>
D2.4	• <u>The Flinders Program</u>
D3	<u>CCSM Program Development</u>
E ORGANISATIONAL / SYSTEMS SKILLS	
E1	<u>Working in multidisciplinary teams / Interprofessional learning, practice</u>
E2	<u>Information, assessment and communication management systems</u>
E3	<u>Organisational change techniques</u>
E4	<u>Evidence-based knowledge and practice</u>
E5	<u>Conducting practice based research / quality improvement</u>
E6	<u>Awareness of community resources</u>

Item	HEALTH PROVIDER Skill / Capability / Knowledge of	EXECUTIVE	SERVICE MGRS	EMERGENCY	WARD; Inpatient	SPECIALTY	OUTPATIENT	DISCHARGERS	PRIMARY CARE	COMMUNITY	NGOs Local Govt.	RURAL-REMOTE	TRAINING / EDUCATION	TOOLS, RESOURCES	REFERENCES
Section A. OVERVIEW: Strategic Context															
A1	CHRONIC CONDITION MANAGEMENT (CCM)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Module 2.3: The Chronic Care Model, Chronic Condition Self-Management Online Training Modules Royal Australian and New Zealand College of Psychiatrists (RANZCP). Free. • Coordinated Veterans Care Program Online Training Module 1. Coordinated Veterans' Care training package. Dept. Veterans Affairs. Free with Registration. 	<ul style="list-style-type: none"> • NMHS CCSM Information Sheets Scroll down to CCSM. WA Chronic Health Conditions Framework; Chronic Care Model; Innovative Care for Chronic Conditions Framework (ICCCF). • Change Package for the Chronic Care Model Implementing the Chronic Care Model, Improving Chronic Illness Care – Wagner. Free with registration. • Practice Manual for Improving Care for the Chronically Ill, Improving Chronic Illness Care. • Chronic Disease Resources for health professionals Qld Health • CCM/CCSM Overview Presentations Also via CCSM Coordinators. 	<ul style="list-style-type: none"> • WA Health Chronic Conditions Framework 2011-2016 Health Networks Branch, Department of Health, WA. • WHO Innovative Care for Chronic Conditions World Health Organisation. • Chronic Disease Management Kit - based on the Chronic Care Model Victoria Health. • Institute for Health Care Improvement website. Free with site registration.

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A2	CHRONIC CONDITION SELF-MANAGEMENT (CCSM)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Chronic Condition Self-Management Online Training Modules. Royal Australian and New Zealand College of Psychiatrists (RANZCP) CCSM Online training. Free. • Patient Self Management Support Healthcare Workforce for Transformation. Cuyahoga Community College. Free. Total 1 hour. Requires free Registration. Then click on 'Access Learning Resources now'. Then scroll down to 'Patient Self-Management Support Training Module'. • CCSM Support online Training options, Embedding CCSM Support Package • CCM/CCSM Overview Presentations Embedding CCSM Support Package. Also via CCSM Coord's. 	<ul style="list-style-type: none"> • Embedding CCSM Support Package, Resources, NMHS CCSM. • NMHS CCSM Information Sheets Embedding CCSM Support Package, WA. • WA Health CCSM Information Guides 1 & 2, Scroll down. What is CCSM? What is CCSM Support? • Partnering in Self Management Support: A Toolkit for Clinicians Includes various resources. Free with site registration. • Self-management Support: A Win-win for the 21st Century Overview of CCSM, Bycroft & Tracey. • Self Management Support Resource Centre Website; CCSM Resources list, Health Foundation, Inspiring Improvement UK. • WACHS CCSM Information 	<ul style="list-style-type: none"> • WA Chronic Conditions Self-Management Strategic Framework 2011-2015 Health Networks Branch, Department of Health, WA. • Enhancing patient engagement in chronic disease self-management support initiatives in Australia: the need for an integrated approach Jordan, Briggs et al. • Navigating self-management: A practical approach to implementation for Australian health care agencies, Kubina & Kelly • RISEN website Rural Inter-professional Self-Management Network (RISEN). Well stocked with information and resources.

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A3	EVIDENCE for CCSM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Module 1.4 and Module 1.5: Evidence Based Research for CCSM I + II The Self Management Care Plan Interview, Royal Australian and New Zealand College of Psychiatrists (RANZCP) CCSM Online Training Modules. Free. • Self-management Support: A Win-win for the 21st Century Overview of CCSM, Bycroft & Tracey. Summary benefits p2. 	<ul style="list-style-type: none"> • Summary of Evidence for CCSM document (WA Health CCSM), • Self Management Works Health Foundation, Inspiring Improvement, UK. • Evidence for Self Management, Health Foundation, UK. 	<ul style="list-style-type: none"> • Implementation and the Science of Behaviour Change Susan Michie presentation to Bond University 2011. • Self Management Support Resource Centre Website; CCSM Resources list, Health Foundation, Inspiring Improvement, UK. Extensive collection of tools and resources.
A4	WA HEALTH MODELS OF CARE (MOC)	✓	✓										<ul style="list-style-type: none"> • Overview and Guidelines for development of WA Health Models of Care. Self-Management identified as key focus area. • CCM/CCSM Overview Presentations Embedding CCSM Support Package. Also via CCSM Coordinators. 	<ul style="list-style-type: none"> • NMHS CCSM Information Sheet – WA Health Models of Care Scroll down to CCSM. • Refer p15. for Model of Care Matrix in Overview and Guidelines for WA Health Models of Care. 	<ul style="list-style-type: none"> • WA Health Models of Care, Weblink to >60 models of care. Health Networks Branch, Department of Health, WA.

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A5	ASSESSMENT TOOLS for CCSM at <ul style="list-style-type: none"> • Organisation • Practice & • Individual levels 	✓	✓						✓	✓		✓	<ul style="list-style-type: none"> • Introducing the PCRS (relevant to CCRS). Overview of 'How to utilise the PCRS/(CCRS) Assessment tool'. Diabetes Initiative website. Robert Wood Johnson Foundation. Free -presentation. [Relevant across the continuum of care - not limited to primary care.] • Tailored Approach to Embedding CCSM using the CCRS (in WA), various resources, Embedding CCSM Support Package, NMHS CCSM, WA. 	<p>ORGANISATION/PRACTICE:</p> <ul style="list-style-type: none"> • Assessment of Clinical Care Resources and Supports for self-management (CCRS) , RANZCP website. Free. Note: Survey Monkey based version available for Health Services in WA. • Assessment of Chronic Illness Care (ACIC). Improving Chronic Illness Care, MacColl Center for Health Care Innovation <p>INDIVIDUAL / CONSUMER:</p> <ul style="list-style-type: none"> • The Patient Assessment of Care for Chronic Conditions (PACIC), Improving Chronic Illness Care, MacColl Center for Health Care Innovation • ASQHC National Patient Satisfaction Surveys Common questions for patient experience surveys. Aust. Commission for Safety, Quality Health Care. 	<ul style="list-style-type: none"> • Robert Wood Johnson Foundation Diabetes Initiative: PCRS Assessment Tool , 'Improve Self-Management' website. Access to online, interactive version of the PCRS which automatically calculates team scores and stores to monitor progress over time. US based. Refer note adjacent for WA based version). • Assessing current CCSM capacity Various PCRS related resources.

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A6	<p>Safety, Quality and Accreditation</p> <p>Links to CCM / CCISM</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> Refer Tools and References column. See also Section B for specific sub-skills. 	<ul style="list-style-type: none"> Resources to implement the National Safety and Quality Health Standards For the ten National Safety and Quality Health Standards (NSQHS) Standards; Australian Commission on Safety and Quality in HealthCare. Implementing strategies using the Safety and Quality Improvement Guides, for HOSPITALS Australian Commission on Safety and Quality in HealthCare. QLD Audit Tools for NSQHS Standards Queensland Health. Includes 'How to' guides; Definitions; Patient, Ward or Unit and Facility audit tools; Measurement plan summary. SA Health Safety and Quality 	<ul style="list-style-type: none"> National Safety and Quality Health Standards 1-10. Sept. 2012. 80 page reference. Office of Safety and Quality website Advancing patient-centered, safe and high quality health care in WA. incl. Accreditation WA Health.

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A 6.1	National Safety and Quality (NS&Q) in Health Services Standard 2: PARTNERING WITH CONSUMERS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Training modules for staff and consumers in Consumer Participation. Health Issues Centre. Vic Health. • NMHS CCSM Information Sheet Summary Table linking CCSM Support and NSQHS Standard 2: Partnering with Consumers. Mandatory Criterion relevant to CCSM: <p>2.6.1 Clinical leaders, senior managers and the workforce are to <u>access training on patient-centred care and the engagement of individuals in their care.</u> [= Self-Management Support]</p> <p>FOR CONSUMERS</p> <ul style="list-style-type: none"> • Health Council WA: Consumer participation Guidelines for Consumer Representatives. E-learning module by Health Consumers Forum. 	<ul style="list-style-type: none"> • Standard 2: Partnering with Consumers Safety and Quality Improvement Guide, ACSQHC 2012 • Queensland Audit Tools for NSQHS Standard 2: Partnering with Consumers. Qld Health. • Standard 2: Partnering with Consumers. Various • Consumer Engagement Webinar. Consumers Health Forum of Australia 2012. • The Engagement toolkit Effective Engagement: building relationships with community and other stakeholders. Department Sustainability and Environment. Victoria. • Team Up for Health – Partnering with patients and families for better chronic care. Californian Health Care Foundation. 	<ul style="list-style-type: none"> • NS&Q in HS Standard 2 “Partnering with Consumers Murrumbidgee Local Health District, NSW. • Framework and Guide for Engaging with Consumers & the Community Department for Health & Ageing. Government of South Australia. 2013.

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A 6.2	NS&Q in Health Services Standard 12: PROVISION OF CARE	✓	✓	✓	✓	✓	✓	✓				✓		<ul style="list-style-type: none"> • EQUIPNational Standards – website Requires ACHS login and subscription. Liaise with WA Health Safety and Quality staff. 	Provision of Care <ul style="list-style-type: none"> • Assessment and care planning meet current and ongoing needs • Management of nutrition • Ongoing care & discharge / transfer systems are coordinated & effective • The care of dying & deceased consumers / patients is managed with dignity, comfort, family.
A7	Chronic Care Management within a PRIMARY HEALTH CARE APPROACH For WA Country Health Service – (WACHS)								✓	✓		✓	PaRROT Flexible Learning Program Pathways to Rural and Remote Orientation and Training (PaRROT) Qld Health. Framework providing orientation, training and resources for the prevention and management of chronic disease using a primary health care approach. Applicable for Rural and Remote practice. > Will be mandatory training in WACHS Northern & Remote Country Health Service.	<ul style="list-style-type: none"> • Extensive range of PaRROT tools and resources. Flexible modes of delivery: DVD, Online, Workshop facilitator training provided by PaRROT, Pod Cast, E-Manual, Workbook , Text Reader for the visually impaired. • The Ontario Telehome Care overview of CCM within a Primary Healthcare environment will be used within the WACHS. 	<ul style="list-style-type: none"> ▪ PaRROT FRAMEWORK Framework document for PaRROT. Pathways to Rural and Remote Orientation Training: A Primary Health Care Approach.

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Section B. STRATEGIC KNOWLEDGE															
B1	<p>PERSON-CENTRED CARE (PCC)</p> <p>An approach in which people are placed at the centre of their health care and that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Picker Principles of Patient Centred Care, Picker Institute. Scroll down to view a short video for each principle. • Person-centred Health Care National Ageing Research Institute (NARI), Victoria Health, website with PCC topics and resources. • Person-centred care - online training modules. Sir Charles Gairdner Hospital INTRAnet • Module 1: Client-Centred Care, CCSM – A resource for HPs, Online Training, School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Facilitating Client-Centred Care: Overview, L.E.A.R.N.S approach Registered Nurses Association Ontario (RNAO). (Listen, Establish, Adopt, Reinforce, Name Strengthen). • NMHS CCSM Information Sheet – Principles of PCC Embedding CCSM Support Package, NMHS CCSM WA <p>GUIDES:</p> <ul style="list-style-type: none"> • Guide to implementing person-centred practice in your health service. Government of Victoria. Department of Health Person-Centred Practice. 2008. • Person-centred Improvement Guide Planetree 	<ul style="list-style-type: none"> • Patient Centred Care and Patient and Consumer Centred Care Discussion Paper Aust Commission Safety and Quality Health Care. • Person Centred Practice : Guide to implementing... in your health service Vic Health. • Dignity, Values, Attitudes and person-centred care, Jo Galloway (aged care specific). • Seeing the Person in the Patient. Goodrich & Cornwell, The Kings Fund, 2008. • Why bother? the evidence... Bauman A et al, Med J Aust 2003; 179 (5): 253-256 • Patient Centred Care Lit Review Bensberg, DD

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B1	PERSON-CENTRED CARE (PCC) Continued													<ul style="list-style-type: none"> • Patient-Centred Care Implementation Guides and resources , Guided care, Safety Net medical Home Initiative. • Australian Charter of Healthcare Rights Australian Commission poster. • Patient Centred Care Indicators Review International Alliance of Patient-centred Organisations. Tools to measure PCC at system, practice and individual levels. 	<p>DGP.</p> <ul style="list-style-type: none"> • Client-Centred Care : Nursing Best Practice Guidelines and Supplement with Evidence update • Patient centred care and evidence, barriers, organisational change Dr Karen Luxford, ACSQHC. • Improving safety and quality by centring care on patients and consumers: An Australian approach. Nicola Dunbar. • Person-centred care Various resources. Health Foundation, Inspiring Improvement website, UK.

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B2	<p>HEALTH LITERACY</p> <p>The capacity to seek, access, comprehend and use health information and services</p> <p>Influences participation in the treatment [and self-management] of conditions. (Pearce-Brown et.al)</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<p>FOR HEALTH PROVIDERS</p> <ul style="list-style-type: none"> • Health literacy for Health Professionals Centres for Disease Control and Prevention (CDC US) Online module. What is it?, Why it matters? Applying to practice. Free; register with site. • CCSM Information Sheet - Health Literacy Overview, Embedding CCSM Support Package, NMHSCCSM, WA. • Teachback Technique – Free online module. Including many videos, case studies. <p>FOR CONSUMERS</p> <ul style="list-style-type: none"> • Ask-Tell-Ask approach Free online. Doctors Office Quality -IT University (DOQ-IT). 	<p>For HEALTH PROVIDERS</p> <ul style="list-style-type: none"> • Information Sheet Health Literacy and Prim. Care: Primary Health Care Research Info. Service • 5 Steps to Better Health Literacy. St. Vincent Charity Medical Center. • Ten Attributes of a Health Literate Organisation Institute of Medicine Roundtable, June 2012. • Effective Doctor Patient Communications • Teaching Teachback Toolkit and Videos of Teachback method. <p>PLAIN ENGLISH</p> <ul style="list-style-type: none"> • How to write medical information in Plain English plus other guides Plain English UK website. <p>For CONSUMERS</p> <ul style="list-style-type: none"> • Health Literacy: Tips for a Healthier You UW Medicine Hall Health Primary Care Centre. 	<ul style="list-style-type: none"> • Health Literacy. Implications for Australia Medibank Summary Report. Price Waterhouse Coopers. • Health Literacy Universal Precautions Toolkit , North Carolina Program on Health Literacy Agency for Healthcare. • Helping Patients Understand – A manual for clinicians. US AMA. • Health Literacy in Australia Australian Bureau of Statistics Reports and data. 2006 Census. • Health Literacy Online Training + Resources. Health Resources and Service Administration (HRSA) US Dept of Health and Human Services.

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B3	<p>ADULT LEARNING</p> <p>Adult learning theory emphasises the value of the process of learning, equality between teacher and learner and problem-based and collaborative rather than didactic methods.</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Adult Learning Theory and Principles. Queensland Occupational Therapy Fieldwork Collaborative (QOTFC) incl. Malcolm Knowles. • Effective Teaching Strategies. (PPT) Centre for Disease Control and Prevention. 	<ul style="list-style-type: none"> • What kind of learning style do you have? VAX Questionnaire. • Dales Cone of Experience, Anderson, Uni Kentucky. • The Cone of Experience (PPT) Molenda, Indiana University. 	<ul style="list-style-type: none"> • A Guide to Facilitating Adult Learning, Rural Health Education Foundation. DOHA. • Principles of Adult Learning, S.Lieb, Dept Health Services, Arizona. • Education Theory and Adult Learning, Calgary GP Training Network, Canada.

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B 4.1	<p>CULTURAL AWARENESS - ABORIGINAL</p> <p>Cultural awareness entails an understanding of how a patient's culture may inform their values; behaviour, beliefs and basic assumptions (Centre for Cultural Diversity in Ageing, 2008).</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Aboriginal Cultural Orientation WACHS & CUCRH (Free, online training with enrolment key). • Aboriginal Health is everyone's business WACHS, NMHS, AFLF. Free, online module. • Other learning modules via WACHS INTRAnet. • Northern Territory Rural Health Practice Program – Remote Area Health Corp., Free with site registration (first 4 modules most relevant). 	<ul style="list-style-type: none"> • Welcome to Country and Acknowledgement of Traditional Ownership Guidelines and Protocols for WA Health 2008. • Info Sheet _Patient Centred Care – Cultural safety in indigenous health , RACGP. • (RHEF) video resources Rural Health Education Foundation. 	<ul style="list-style-type: none"> • Aboriginal Cultural Respect Implementation Framework WA Health. • NMHS Reconciliation Action Plan (RAP) WA Health. • SMHS Reconciliation Action Plan (RAP) WA Health. • Indigenous Self-Management and CCSM – Rural Inter-professional Education Network (RISEN). Various topics and resources including the Living Improvement for Everyone (LIFE) Program. • Chronic care for Aboriginal people NSW Model of Care refer page 14 – Factors affecting Aboriginal Communities.

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B 4.2	<p>CULTURAL AWARENESS</p> <p>Multicultural</p> <p>Cultural awareness entails an understanding of how a patient's culture may inform their values; behaviour, beliefs and basic assumptions (Centre for Cultural Diversity in Ageing, 2008).</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • DiverseWA Cultural Competency training online (Mandatory training for WA Public Service, Free with registration). • Multicultural Awareness Online PPT, Swan Kalamunda, Includes Multi cultural and Aboriginal. • Language Service e-learning Pkg Royal Perth Hospital. Free. Enter payroll # • Module 6: Self-Management in Diverse Groups, CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Multicultural Health website Various resources, WA Health. • Cue Cards Eastern Health Victoria. Free access with registration. • Health Translations Service VicHealth. Includes search by language and topic. Able to print signs for your health service. • Chronic disease resources for multicultural groups for health professionals. Queensland Health. • Religious and Cultural Dates Dept. Immigration & Citizenship. • How to book an Interpreter Royal Perth Hospital, Available via RPH intranet Servio. 	<ul style="list-style-type: none"> • WA Health Language Service Policy • Cultural Diversity in WA : a Demographic Profile 2013. • WA Health Policies: Operational Directives INTRANet WA Health • WA Health Language Services OD 0346/11 (28 Sept 2011). • OP 1222/99 (27 July 1999) Best Practice Guidelines for Health Services Caring for Patients and Clients from Diverse Cultural Backgrounds. • OD 0120/08 (22 May 2008) Terms of Employment of Interpreters.

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B5	<p>HEALTH PROMOTION approaches</p> <p>Any work which actively and positively supports people, groups, communities or entire populations to be healthy. It does not focus on sickness, but on building capacity.</p>		✓						✓	✓	✓	✓	<ul style="list-style-type: none"> • Health Promotion online Modules. Ontario Health Promotion Resources, Canada Free on-line courses. • Health Promotion Short Courses at Curtin University, WA. Can be delivered by arrangement; Charge per person which can be negotiated for groups. 	<ul style="list-style-type: none"> • DIAGRAM mapping CCSM strategies against five health promoting actions of the Ottawa Charter and the medical model of health promotion. Model One, Kate Warren, Eyre Peninsula, South Australia. • Ottawa Charter for Health Promotion Better Health Channel Fact Sheet, VicHealth. • Health Promotion Tools Womens' and Children's Network, SA Govt. 	<ul style="list-style-type: none"> • WA Health Promotion Strategic Framework 2012-2016 , Chronic Disease Directorate, Department of Health WA. • Related Global, Federal, State, Local strategies and policies Be Active WA Physical Activity Taskforce, WA. • Ottawa Charter for Health Promotion, First International Conference on Health Promotion, World Health Organisation (WHO) (1986). • Australian Health Promotion Association (AHPA) • Pathway to Health Communities – A Guide for Councillors (Local Government) Scroll down to download. South Metro Health Service (SMHS) , WA Local Govt Authority (WALGA).

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Section C. PERSON-CENTRED SKILLS															
C1	<p>Communication skills:</p> <p>To establish and develop mutual understanding, trust, respect and cooperation.</p> <p>In the context of CCSM communication is between consumers and Health Care providers, and between teams from different service providers.</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<p>STAFF EDUCATION</p> <ul style="list-style-type: none"> • Module 3.5: Communication Interaction Style and Content, Interview, Royal Australian and New Zealand College of Psychiatrists (RANZCP) CCSM Online Training. Free. • Communications Module online. Centre for Nursing Education, SCGH Intranet. Free. Part of SCGH Leadership Trg Pkg. • Clinical Communications Online module: Basics, ISOBAR, SPADE, Graded Assertiveness (Intranet NMHS, CAHS) Free. <p>CONSUMER EDUCATION</p> <ul style="list-style-type: none"> • Refer Teachback resources and training module above • Communication Skills 	<ul style="list-style-type: none"> • 5 Communications Strategies to promote Self Management Family Practice Management, Sept/Oct 2009. • 1015 The Discomfort Zone: A Guide to Managing Difficult Consultations Online module DVD Cost Free refer tips completing the online form. • Building Communications Skills 3 min. video. Team up for Health, Partnering for better Chronic Care. <p>Interprofessional Learning (IPL) though Simulation, Edith Cowan University WA</p> <ul style="list-style-type: none"> • Assertive Communication • Importance of Communication in Client Assessment – Making Assumptions • Providing a Consistent Message - Client Centred 	<ul style="list-style-type: none"> • Communicating with Patients NMHRC. • Providing Effective Communication for Health Professionals Victoria Health (Includes evidence & standards). • Introduction to Communication Skills – for nursing Lucy Webb. • Communications and Motivation Skills workshops F-2-F Flinders University South Australia • A new language for diabetes: Improving communications with and about people with diabetes . Language Position Statement. Diabetes Australia. • International Alliance of Patients' Organisations

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	<p>Communication skills:</p> <p>Continued</p>												<p>Calgary GP training network. Free. Many short modules.</p> <ul style="list-style-type: none"> • Communications for community organisations Community door, Queensland Council of Social Services. • Module 2: Communication Skills, CCSM – A resource for HPs, Online Training, School of Nursing and Midwifery, Curtin University. Free with registration [under redevelopment]. 	<p>Care</p> <ul style="list-style-type: none"> • Impact of Health Care Teams on Patient Outcomes • Case Management of Chronic [Conditions] – Diabetes in the community • Reflective Practice • Year of Care Mind your language toolkit (UK). Checklist for philosophy, language and skills for planning care and supporting self management. 	<p>Also refer to Section B2: Health Literacy.</p>

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C2	<p>Assessment of Self-Management Capacity</p> <p>Assessment of health beliefs, knowledge, attitudes, behaviours, strengths, barriers, readiness to change (motivation), confidence (self-efficacy), capacity of carers/family to support SM and the importance consumers place on their health (priority). (Battersby, et al., 03).</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> Unit 4: Patient Self Management Assessment (12mins) , Patient Self Management Support Training, Online, Healthcare Workforce for Transformation Cuyahoga Community College. Free with Registration. Click on 'Access Learning Resources now' . Scroll down to 'Patient Self- Management Support Training Module'. Module 3.5: Assessing the capability of the patient and carer for self-management, CCSM Online Training Modules. RANZCP. Module 3: Assessing Self-Management Capacity CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> HARP Chronic Condition Risk Assessment Calculator including Assessment of Self – Management capacity (Part B), and rationale , Hospital Risk Admission Program (HARP) VicHealth. Ask RICK (Readiness, Importance, Confidence, Knowledge) ©Health Change Australia. Overview of Importance, Readiness, Confidence Rulers. Recovery Schools, USA. Refer Information Sheet 'Measurement Tools for CCSM' from Module 3: Assessing Self-Management Capacity, CCSM Online Training. , Curtin University, WA. Free access with registration. 	<ul style="list-style-type: none"> Assessment Techniques, p35+ in Assessments and Care Planning Guide , HACC, Vic Health. Partners in Health and Cue and Response Techniques (Scroll down to view). Flinders Human Behaviour & Health Research Unit (FHBHRU), SA.

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C3	<p>PSYCHOSOCIAL Assessment and Support skills</p> <p>To identify, build and sustain positive aspects of psychosocial health such as resilience, strengths and coping skills with the patient and their carers.</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Psychosocial Assessment Online Training, Heart Education Assessment Rehabilitation Toolkit, Heart Foundation. Condition-specific but relevant more broadly. • The Road to Resilience American Psychological Society. Free online training. Targets consumers. • Sub-Typing Depression Black Dog Institute. Free online training. • Back from the bluez and other Living Well (Mental Health) Consumer modules for generalised mental health wellbeing . Centre for Clinical Interventions. NMHS WA Health. • Men at Risk E-learning tool. Mensline Australia website. 	<ul style="list-style-type: none"> • HARP Chronic Condition Risk Assessment Calculator includes Assessment of Self – Management capacity (Part B), and its Rationale, Hospital Risk Admission Program (HARP) VicHealth • Psychosocial Resources, Centre for Clinical Interventions NMHS WA. • Psychological Toolkit Black Dog Institute for HPs, GPs, Consumers and Other Resources Black Dog Institute. • Resilience and Coping Skills: Info Sheet Victoria Health. • 10 Tools for Living Your Life Well plus Stress/ Anxiety/Depression Screeners, Mental Health America - USA. • Distress Thermometer Tool only. UK based. 	<ul style="list-style-type: none"> • What is Stress? An overview. SAMHSA. • What is Resilience? Used to address Stress. (3 Levels) SAMHSA. • Building Resilience Black Dog Institute. Primary target is youth. • Harvesting Our Personal Efforts (HOPE) The Recovery Model involves individuals taking control of their lives. Information and resources. Hamilton Country Mental Health and Recovery Services Board. US.

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C4	<p>Assessment of Health PROTECTIVE and RISK FACTORS</p> <p>Awareness and effective identification of predisposing factors (smoking, nutrition, alcohol, physical activity, stress) that may lead to future health problems for the patient.</p>		✓		✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Determinants of Health Website defines protective and risk factors and the relationship with chronic conditions. Australian Institute of Health and Welfare. • Determinants of Health Word Health Organisation See Evidence base for social determinants. • Module 4 Lifestyle and Risk Modification CDSM Online modules: Australian College of Rural and Remote Medicine (ACCRM) Rural and Remote Education Online (RRMEO). Requires ACCRM membership or pay to use site. 	<ul style="list-style-type: none"> • Determinants of Health Diagram of Protective and Risk components, Vic Health. • HARP Chronic Condition Risk Assessment Calculator including Assessment of Self – Management capacity (Part B), and rationale , Hospital Risk Admission Program (HARP) VicHealth • SNAP Resources. A guide for GPs , RACGP. • Chronic care for Aboriginal people NSW Model of Care refer page 14 – Factors affecting Aboriginal Communities. • LifeScripts Practice Manual - Advice for Health Living Supporting lifestyle risk management. AGPN, CSIRO, Flinders University, RACGP. 	<ul style="list-style-type: none"> • SNAP: a population health guide to behavioural risk factors RACGP. 	

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C5	<p>Collaborative Care Planning</p> <p>OVERVIEW</p> <p>The process where all involved in organising, provision and receipt of care for a patient actively participate in planning and decision-making over a given time period (Battersby,et.al. '07).</p>		✓		✓	✓	✓	✓	✓	✓		✓	<ul style="list-style-type: none"> • Module 3.2: Collaboration and the Self-Management Care Plan RANZCP CCSM Online Training. Free. • Care Management Doctors Office Quality -IT University (DOQ-IT) Online modules. Free with registration. • ‘Nothing about me without me’: Collaborative Care Planning. Nursing/Allied Health, NHS, UK. • Coordinated Veterans Care Program Online Training Module 2. Coordinated Veterans’ Care training package. Dept Veterans Affairs. Free with Registration. • Module 5: Collaborative Care Planning CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Planned care visits videos <ol style="list-style-type: none"> 1. Consumer view 2. HP view 3. SM interview Improving Chronic Illness Care website. • Care Coordination Summary and • Care Coordination FULL Improving Chronic Care website. • Year of Care Commissioning (Diabetes) Care, UK. • Making good decisions in collaboration (MAGIC) Shared decision making – video 	<ul style="list-style-type: none"> • Delivering better services for people with long-term conditions: Building the house of care Kings Fund UK 2013. • Planning: Improving the Lives of People with Long Term Conditions. Summary or Full Royal College GPs, UK 2011 • Good Practice Services Coordination including Care Planning process VicHealth. • Care Coordination. Agency for Healthcare Research and Quality (AHRQ).

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C 5.1	<p>Collaborative Care Planning - ELEMENTS</p> <p>1. PROBLEM DEFINITION</p> <p>Having an open dialogue with the consumer about what they see as their main problem, what happens because of the problem, and how the problem makes them feel (Von Korff, et al. 1997).</p>						✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Setting the Tasks: Problem and Goal Statement Royal Australian and New Zealand College of Psychiatrists (RANZCP) CCSM Online Training Modules. Free. • Fundamentals of Self – management Support Doctors Office Quality -IT University (DOQ-IT) website. • Module 5: Collaborative Care Planning, CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Shared Decision Making ‘Making good decisions in collaboration” (MAGIC) SNAPSHOT Report. Health Foundation UK. ‘Choice-Talk : Option-Talk : Decision-Talk.’ • Problem Solving – How to Information Sheet, (including problem definition) and What! Me Worry!?! Consumer Workbook for Problem-Solving Scroll down to Module 9. - Centre Clinical Interventions NMHS, WA. 	<ul style="list-style-type: none"> • MAGIC Website ‘Making good decisions in collaboration” (MAGIC). Various references. Health Foundation UK. ‘Choice-Talk : Option-Talk : Decision-Talk.’ <p>Refer Sections C5.2, C5.3</p>

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C 5.2	<p>Collaborative Care Planning - ELEMENTS</p> <p>2. CLIENT AGENDA : Goal Setting and Achievement</p> <p>The process of deciding on what one wants, planning how to get it, and then working towards the objective of achieving it, usually by ensuring that it is SMART: [Specific, Measurable, Achievable, Realistic, and Timely].</p>						✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Setting the Tasks: Problem and Goal Statement Royal Australian and New Zealand College of Psychiatrists (RANZCP) CCSM Online Training Modules. Free. • Fundamentals of Self – management Support Doctors Office Quality -IT University (DOQ-IT) website. • The Process for Setting Goals and Setting SMART Goals Achieve-Goal-setting success.com • Module 5: Collaborative Care Planning, CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Agenda setting and related resources and Menus of Options (Decision-Aids) HealthChange™ Australia. • Goal Setting, Action Plans and related resources Diabetes Initiative, Robert Woods Foundation. • Planned Care Visit Videos – From Consumer, HP and CCSM points of view, Improving Chronic Illness Care. <p>SMART GOALS</p> <ul style="list-style-type: none"> • Goal Setting – SMART Goals Black Dog Institute. • Agenda Setting charts Module 5: Collaborative Care Planning, CCSM Online Training. Curtin University, WA. • Goal Attainment Scaling (GAS) in Rehabilitation – A Practical Guide, and GAS-Light Kings College London. 	Refer Sections C5.1, C5.3

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C 5.3	<p>Collaborative Care Planning - ELEMENTS</p> <p>3. Structured PROBLEM SOLVING and ACTION PLANNING</p> <p>The ability to systematically assist a patient to learn the skill of problem solving, i.e. Identify problem, options for solution, effective use of time and resources available (Katon, et al., 2008).</p>						✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Module 3.6 Setting the Tasks: Problem and Goal Statement Royal Australian and New Zealand College of Psychiatrists (RANZCP) CCSM Online Training Modules. Free. • Fundamentals of Self – management Support Doctors Office Quality -IT University (DOQ-IT) website. • Helping Patients Set Healthier Behaviours incl. Goal Setting and Action Planning. Resources, tips, dialogues references. T. Bodhenheimer, Clinical Diabetes Journal. • Module 5: Collaborative Care Planning, CCSM – A resource for HPs, Online Training. Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Structured Problem Solving template. Black Dog Institute, Aust. • Problem Solving – How to Information Sheet, (incl problem definition) and • What! Me Worry!?! Consumer Workbook for Problem-Solving Scroll down to Module 9. - Centre Clinical Interventions NMHS, WA. • Problem solving for Flinders and / or Stanford approaches Select 'CDSM Support tools' then 'Problem Solving' in LHS menu. Rural Inter-professional Self Management Education Network, SA. • Helping Patients Set Healthier Behaviours incl. Goal Setting and Action Planning. Resources, tips, dialogues references. T. Bodhenheimer, Clinical 	Refer Sections C5.1, C5.2

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	Collaborative Care Planning - ELEMENTS 3. Structured PROBLEM SOLVING and ACTION PLANNING Continued													Diabetes Journal. <ul style="list-style-type: none"> • Goal Setting, Action Plans and related resources Diabetes Initiative, Robert Woods Foundation. • Planned Care Visit Videos – From Consumer, HP and CCSM points of view, Improving Chronic Illness Care. • 10 steps to Health Change Health Change Australia approach. • Action Planner App Goal-setting tool that will help consumers make changes to live a healthier and happier life. Stanford. Cost \$1. 	

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C6	<p>Link to PEER SUPPORT</p> <p>Support provided by people with a 'lived experience' of effectively self-managing chronic conditions who can act as positive role models for others. (Solomon, 2004).</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Peers For Progress. Overview of 'what is peer support...' American Academy of Family Physicians Foundation website for peer support. 	<ul style="list-style-type: none"> • Connect Groups WA Helping individuals link to support groups in WA. Directory of groups supporting chronic conditions, Scroll down, Consumer Toolkit, WA. • Links to various support groups in WA, Centre for Clinical Interventions, NMHS, WA. • Respite and Care Link NMHS (Metro Perth only). • Building Peer Support Programs to Manage Chronic Disease. Californian Healthcare Foundation. • Peer Support in Long Term Conditions: The Basics. Mental Health Foundation, UK. • Various Resources and Excellence in Peer Support, VicHealth. 	<ul style="list-style-type: none"> • Values Framework for Peer working and Guidelines for developing Peer Support Scottish Recovery Network. • Thanks for the Petunias A guide to developing and commissioning non-traditional providers to support the self-management of people with long term conditions Year of Care , UK. • Our health, our care, our say: a new direction for community services, NHS UK.

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Section D. BEHAVIOUR & LIFESTYLE CHANGE SKILLS															
D1	<p>MODELS of HEALTH BEHAVIOUR CHANGE</p> <p>Frameworks which help us to understand human behaviour and how to change it. This involves theoretical understanding of the mechanisms involved in the choices people make in their lives and how to engage them in the process of change.</p>		✓		✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Health Behaviour Models Strengthen Interventions Overview of behaviour change in practice. Free online module plus audio. • Module 2.5 Skills for Self-Management Support - Behaviour Change CCSM Online Training Modules. RANZCP. Free. • Module 4: Behaviour Change Techniques – Behaviour Change Theories, CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment]. 	<ul style="list-style-type: none"> • Managing Chronic Conditions Free online vignettes that allow practice opportunities for collaborative care, enhancing motivation and health behaviour change. • Person-centred care Videos ‘Motivation: Behaviour Change’ and ‘Assessing Readiness to Change, Importance and Confidence’, University of Washington. • The behaviour change wheel: A new method for characterising and designing behaviour change interventions. Michie S et al <i>Implementation Science</i> 2011, 6:42. 	<ul style="list-style-type: none"> • Consolidating Behaviour Change Theory – A thorough investigation, categorisation and analysis of health behaviour theories, London, UK. • Changing Patient Behaviour –the Next Frontier NHS UK et al. • Clustering of all Behaviour Change Theories by Topic heading, University of Twente. This resource outlines history, concepts, and application to practice of key theories of behaviour change. • A review of Health Behaviour Theories: how useful are these for ...? Munro S et al.. <i>BMC Public Health</i> 2007, 7:104

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D 2.1	CCSM and BEHAVIOUR CHANGE APPROACHES Motivational Interviewing (MI) and Brief Interventions (BI) Processes undertaken with a person to support their behaviour and lifestyle change.		✓	B I	B I	✓	✓	✓	✓	✓	✓	B I	<ul style="list-style-type: none"> • Motivational Interviewing Basics Overview of MI; and What is Motivational Interviewing? An overview Motivational Interviewing Network website. • MI Online training Australian National Vet E-Learning Strategy. Text-based. Free online access. • Brief Negotiation Roadmap Kaiser Permanente. Free online training. Access with two line registration. • Brief Interventions menu. Select training link. WA Country Health Service INTRANET only • MI - Flexible Learning Toolbox National VET e Learning, Aust. Free with registration. Select 'Search and download'. Enter Motivational Interviewing. Register to use. • Module 4: Behaviour 	<p>MOTIVATIONAL INTERVIEWING</p> <ul style="list-style-type: none"> • Decisional Balance Sheet tool • NMHS Motivational Interviewing Summary (2 pages). Adapted from John Forbes, Delta Psychology WA Contact CCSM Coordinators. • Self Management– A quick guide to behaviour change (using Stages of Change) HARP, Victoria Health. Contact CCSM Coords. • 10 steps to Health Change Health Change Australia approach. • Influencing Behaviour Change... Brief Intervention and Motivational Interviewing PART 1 .and PART 2 Dr Moira Sim, Curtin University WA. • Motivational Interviewing for Clinicians and Training 	<ul style="list-style-type: none"> • Motivating offenders to change 2007 Guide to MI applied to offending behaviour. • Brief Interventions and Motivational Interviewing. Literature Review and Guidance for Practice. Evans DS et..al. Health Service Executive. Nov 2011. • Motivational Interviewing : Primary Care Behavioural Health Dr Abramowitz. •

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	<p>CCSM and BEHAVIOUR CHANGE APPROACHES</p> <p>Motivational Interviewing (MI) and Brief Interventions (BI)</p> <p>Continued</p>												<p>Change Techniques. CCSM – A resource for HPs, Online Training. School of Nursing and Midwifery, Curtin University, WA. Free access with registration [under redevelopment].</p> <p>For ABORIGINAL PEOPLE</p> <ul style="list-style-type: none"> • Brief Interventions and Motivational Tool for Aboriginal populations, Alcohol and Other Drugs Program, Northern Territory Government, & Binjari Clinic. 	<p>Manual for Trainers in Motivational Interviewing. Education, resources, videos etc. Motivational Interviewing Network.</p> <ul style="list-style-type: none"> • Motivating change: Quick tips The Kaiser Permanente Medical Group, Online Learning. • Sharing Clinical Results • Negotiating the Agenda • Assess Readiness • Asking Permission • Exploring Ambivalence • Offering Advice • Motivational Interviewing Professional Development kit. Heart Foundation and Queensland Health. <p>BRIEF INTERVIEWING</p> <ul style="list-style-type: none"> • Brief Intervention Tools/Resources <p>Accompanies the Kaiser Permanente BI Roadmap online training module. Free with registration.</p>	

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D 2.2	<p>CCSM and BEHAVIOUR CHANGE APPROACHES</p> <p>Health COACHING</p> <p>Processes used across a wide range of domains in which a coach or mentor guides a person towards developing personal competencies and achieving agreed goals. Various delivery methods including telephone and face to face.</p>		✓		✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • Coaching in the Workplace Online module. NMHS intranet, Free. Principles can be applied to consumers. 	<ul style="list-style-type: none"> • Manual to accompany < Clinical Coaching NMHS intranet. • Where Coaching fits in Health Care spectrum Health Coaching, Health Change™ Australia . Website with range of info and resources relating to health coaching services and resources. • The COACH Program™ Conducted under program license and training. Coaches work with consumers to assist them to address risk factors for their chronic conditions including Coronary Heart Disease; Stroke & TIA ; Vascular Disease; Heart Failure; Diabetes; COPD. 	<ul style="list-style-type: none"> • Navigating self-management: A practical approach to implementation for Australian health care agencies, Kubina & Kelly.

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D 2.3	<p>STANFORD Self-Management programs</p> <p>Six weekly sessions facilitated by lay or health professionals. Aims to increase consumers' confidence to master new skills & to be in control of their own health.</p>		✓			✓	✓	✓	✓	✓	✓	✓	<p>The Stanford Self-Management programs are generic program for those living with all chronic conditions. Conducted under licensed training and delivery. Topics include;</p> <ul style="list-style-type: none"> • Relaxation • Symptom Management • Fitness and exercise • Healthy Eating • Pain Management • Use of medicines • Understanding emotions • Communication • Depression • Community resources <p>School of Medicine, Stanford University, USA. [Kate Lorig]</p>	<p>For METROPOLITAN Perth</p> <ul style="list-style-type: none"> • Live Well (Stanford) Programs. Refer Perth North Metro Medicare Local and also refer Fremantle Medicare Local. Free to consumers, family and carers. <p>For ABORIGINAL people</p> <ul style="list-style-type: none"> • The Living Improvement for Everyone (LIFE) program Select Indigenous CDSM, then LIFE from LHS menu. Adapted under license from Stanford Uni. for use with Aboriginal people in Australia. Developed by Pika Wiya Health Service and Spencer Gulf Rural Health School, South Australia. • Journey of Living with Diabetes Refer SMHS Public Health Unit, WA. 	<p>< Refer primary websites</p> <ul style="list-style-type: none"> • Navigating self-management: A practical approach to implementation for Australian health care agencies, Kubina & Kelly.

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D 2.4	<p>The FLINDERS Program™ Includes a set of training, education, processes & tools used to deliver chronic care management including CCSM</p>		✓		✓	✓	✓	✓	✓	✓	✓	<p>The Flinders Program™ Online and in-person licensed training and delivery.</p> <ol style="list-style-type: none"> Generic, holistic chronic condition management Case management: Screening, Care Plans Self-management support: Assessment of capacity. Systemic and organisational change: Integration of care planning Health professional practice change <p>Includes semi structured assessments eg 'Partners in Health' scale ; 'Cue and Response' interview. Human Behaviour and Health Research Unit, Flinders University, South Australia.</p>	< Refer primary website	<ul style="list-style-type: none"> Navigating self-management: A practical approach to implementation for Australian health care agencies, Kubina & Kelly 	

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D3	<p>CCSM PROGRAM DEVELOPMENT</p> <p>Development of programs/services that offer people with chronic health conditions the knowledge, skills and resources to help them better manage their health. They may be 1-to1 or groups sessions in varying delivery formats.</p>		✓			✓			✓	✓	✓	✓	<ul style="list-style-type: none"> • The Behaviour Change Wheel: A new method for characterising and designing behaviour change interventions Michie et al. Implementation Science 2011, 6:42. • The Behaviour Change Wheel: a system for designing effective interventions . Michie, University College London. • WA CCSM Program Criteria Guidelines. Contact WA Health Networks, Systems Policy and Planning. WA 	<ul style="list-style-type: none"> • Program Management Guidelines. Manual outlining a generic program development process. Central Sydney Area Health Promotion Unit, NSW. • Program Development Cycle. The Basic steps. Sagamore Publishing, LLC • Quality Self Management Assessment Framework (Q-SAF) WA Health. CCSM website. Domains: <ul style="list-style-type: none"> • Content and delivery • Reach, Consistency. Sustainability • Workforce • Organisational Support. • Reach; Efficacy; Adoption; Implementation; and Maintenance (RE-AIM) Framework that involves consideration of the public health impacts of program. VirginiaTech, USA. 	<ul style="list-style-type: none"> • Building Peer Support Programs to Manage Chronic Disease – Seven Models for Success California Healthcare Foundation. • Chronic disease self-management education programs: Challenges ahead Jordan, Osborne. Barriers and enablers for CCSM programs. • Strategies for recruiting and retaining participants in ... programs ‘What Works’ Series, University of Wisconsin. • A Taxonomy of Behaviour Change Techniques used in Interventions, Abraham, Michie.

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Section E. ORGANISATIONAL / SYSTEMS SKILLS															
E1	<p>Working in Multi-disciplinary Teams / Inter-Professional Learning & Practice</p> <p>The ability to establish working relations with others of a different profession or discipline, to interact effectively, and to promote productive cooperation, collaboration and coordination.</p>		✓	✓	✓	✓	✓	✓	✓	✓		✓	<ul style="list-style-type: none"> • Models of Team Care Services for Australian Rural and Remote Allied Health (SARRAH). Includes links to training and resources. • Inter Professional Learning overview by topics, London Deanery UK. IPL Teamworking • Inter Professional Learning through Simulation Audiovisual case studies follow a patient's journey beyond the interaction of HP and patient, through the healthcare system. Edith Cowen University, WA and IPL Resources - videos • IPL training handbook. Fee to enrol in course. Handbook includes good overview of terminology and concepts. Curtin University, WA. 	<p>MULTIDISCIPLINARY</p> <ul style="list-style-type: none"> • Multidisciplinary Care Overview - 1 page. • Multidisciplinary care for people with CHF Heart Foundation. Relevant to other conditions, settings. • Team Health Checklist Victoria Health. Checklist for team effectiveness. <p>INTERPROFESSIONAL</p> <ul style="list-style-type: none"> • Tips (Capabilities) for IPL teams MH Initiative Canada • IP Collaborative Practice & Learning ACT Govt. • Caring for Patients with Chronic Conditions Requires a Team Approach IP team & practice Info. Californian Heath Care Foundation Index, • Communities of Practice (CoPs). Guidelines. PHCRIS. 	<ul style="list-style-type: none"> • Team Based Care Implementation Guides and resources – Safety Net Medical Home. • Rural Health Education Foundation Resources, videos including for CCM, focus on rural setting. • Preparing A Health Care Workforce For The 21st Century: The Challenge of Chronic Conditions New competencies for managing chronic conditions. WHO 2006. • Interprofessional Collaboration (IPC) Select IPC from LHS menu. Rural Interprofessional Self-Management Network (RISEN). • The Role of Teams in Chronic Disease Management. Ed Wagner.

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E2	<p>Information, assessment and communication management systems (IT and ICT)</p> <p>A systematic approach to proactive use of clinical data to screen, monitor and provide self-management support to patients.</p> <p>Organisational: National disease registries; Secure networks; Privacy; Policy etc</p> <p>Practice: Clinical</p>	✓	✓									✓	<p>eHEALTH (incl. Telehealth)</p> <ul style="list-style-type: none"> ▪ Role of E-Health Technologies in managing chronic health care conditions in an ageing population. Presentation. M.Budge. Dept. Geriatric Medicine. Aust. National University, ACT. <p>TELEHEALTH</p> <ul style="list-style-type: none"> ▪ Training options for Telehealth Links collated by RuralHealth West. <p>ELECTRONIC RECORDS</p> <ul style="list-style-type: none"> ▪ Using the eHealth Records (PCEHR) to add value to to clinical consultations Presentation and PCEHR Resources. Royal Aust College of General Practice (RACGP). <p>REGISTER & RECALL SYSTEMS</p> <ul style="list-style-type: none"> ▪ Register, Recall and Reminder Guide, SE Primary Care Network, GP Partners, Victoria. 	<p>e-HEALTH (incl. Telehealth)</p> <ul style="list-style-type: none"> ▪ What is e-Health; What is Telehealth? 1 webpage. Rural Health West, WA ▪ WA eHealth website – various info and resources. ▪ RACGP e-Health and Telehealth website various resources and links Royal Aust College of General Practice (RACGP) ▪ WACHS Telehealth Overview WA Country Health Service (WACHS) website. <p>m-HEALTH: MOBILE Technologies</p> <ul style="list-style-type: none"> ▪ m-Health: Technologies to benefit older adults White paper. Centre for Technology & Ageing. California. ▪ Health Related Mobile Apps Health Consumers NSW. ▪ My Action Planner, goal-setting app/tool. Stanford CCSM assist consumers. 	<ul style="list-style-type: none"> ▪ Using computerised registries in chronic disease care Improving Health Care, Californian Healthcare Foundation. ▪ Guidelines for a Health Registry, Aust Institute of Health and Welfare. <p>NATIONAL DISEASE REGISTRIES</p> <ul style="list-style-type: none"> ▪ Diabetes: National Diabetes Register ▪ Cancer: Australasian Association of Cancer Registries (AACR) ▪ Kidney: ANZDATA Registry Australian and New Zealand Dialysis and Transplant Registry. ▪ Stroke: AUSCR Registry Australian Stroke Clinical Registry (AuSCR). ▪ National E-Health Transition Authority

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	information systems (CIS), Condition Registers and Recall Systems etc Individual: PCEHR - personal e-Health record etc												VIDEO CONSULTS <ul style="list-style-type: none"> ▪ Getting started: Your practical guide to video consultations in general practice Learning Module (ALM). Royal Australian College of General Practitioners (RACGP) Requires RACGP membership. 	live healthier lives <ul style="list-style-type: none"> ▪ Health Apps Library Search by condition and other categories National Health Service, UK. PRIVACY, Confidentiality, Security <ul style="list-style-type: none"> ▪ National Privacy Principles and Health Info and the Privacy Act Office Australian Information Commissioner. ▪ Computer and information Security Guidelines RACGP. TELEHEALTH DIRECTORIES <ul style="list-style-type: none"> ▪ Telehealth Directories Links to directories, Rural Health West WA. Community Resource Centres (formally Telecentres) across WA. WA Community Resource Network. 	(NEHTA)

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E3	<p>Organisational CHANGE Techniques</p> <p>Used to change the structure of service delivery to impact on the way work is delivered to the population served. Based on theories of organisational structure, culture and models of change, group behaviour and values. eg PDSA cycle for incremental change (Johnson & Paton, 2007).</p>	✓	✓						✓			✓	<ul style="list-style-type: none"> • 8 Step Process for Leading Change, Explanation of 8 steps. Kotter International website. • Lean Thinking for the NHS. Overview of Lean thinking and practice in healthcare. • Change Management and Lean Thinking Presentation. Aust Continuous Improvement Group (ACIG) and Vic Health. 	<ul style="list-style-type: none"> • Approaches to Change Management - Guidelines Southern Cross University • LEAN thinking & practice • Change Concepts and Summary of Change Concepts. Guidelines and resources for the SafetyNet Medical Home. • Chronic Care Model Change Concepts and Package Conduct site search at Improving Chronic Illness Care and enter this title. Available from CCSM Coords. <p>Also refer Section A5:CCSM Assessm't; Section A6: Accreditation; Section E5: Quality Improvement</p>	<ul style="list-style-type: none"> • Guide to Managing Structural Change Summary and Full version) Public Sector Commission, WA. • Table comparing Traditional vs Collaborative approaches, Incorporating CCSM into Primary Care Vic Health • Section1: Changing Clinical Practice and Section 4: Leading Change from Navigating self-management: A practical approach to implementation for Australian health care agencies, Kubina & Kelly. • Seven Leadership Leverage Points Institute for Health Improvement. • 10 Priorities for transforming the health care system across the continuum Kings' Fund UK.

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E4	<p>EVIDENCE-BASED Knowledge and Practice</p> <p>This approach to decision making involves using the best evidence available, in consultation with the patient, to decide upon the option which suits that patient best (Muir Gray, 1997).</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • What is Evidence based information? Evidence-Based Answers to Clinical Questions for Busy Clinicians 2009, Centre for Clinical Effectiveness, Victoria. • Translating Evidence into Practice Online training module, SARRAH WA. Rural focus. • Evidence Based Practice Online tutorial. University of California–Irvine. <p>WACHS INTRANet access only</p> <ul style="list-style-type: none"> • Introduction to Evidence-based practice (EBP). Master class presentation recorded for WACHS staff by Combined Universities Centre for Rural Health. 	<ul style="list-style-type: none"> • How to search for evidence of effectiveness. Information Guide. Victorian Health. • A Guide for Evidence informed Policy and Practice • Making decisions about Interventions. A guide for evidence-informed policy and practice. Victoria Health. • Evidence based practice. Finding evidence based Tools, links and online modules. CAHS Library and Information Service WA Health. • A Guide to Managing Knowledge : Turning Information into Capacity WA Public Sector Commission. 	<ul style="list-style-type: none"> • WA Health Models of Care, Weblink to more than 60 evidence-based Models of Care to inform practice across the care continuum in WA, including specific models for chronic conditions. Health Networks Branch, Department of Health, WA • How to spread good ideas: a systematic review of the literature... on diffusion, dissemination and sustainability of innovations in health service delivery and organisation. Report for the National Co-ordinating Centre for NHS Service Delivery and Organisation. UK. • Evidence and Evaluation Tools Listing. Victoria Health.

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E5	<p>Conducting practice based RESEARCH / QUALITY IMPROVEMENT</p> <p>Provides services with a strategic overview of key principles and practices necessary for effective monitoring, management and improvement of health services. Measures include patient or HP rated self-efficacy, self-mgmt behaviours, patients' health-related quality of life, health</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<p>RESEARCH & EVALUATION</p> <ul style="list-style-type: none"> • Understanding Research: A guide for Practice Nurses. 10 learning modules workbook. Australian Practice Nurse Association. • Research and Evaluation Framework - Implementation Guide Public Health, WA. <p>QUALITY IMPROVEMENT</p> <ul style="list-style-type: none"> • Quality Improvement made simple... Overview. The Health Foundation UK. • Module 5.1 : Quality Improvement and CCSM. , CCSM Online Training Modules. RANZCP. Free. • Module 7: Evaluating Self-Management, CCSM – A resource for HPs, Online Training, Curtin University, WA. Free access with registration [under redevelopment]. 	<p>RESEARCH & EVALUATION</p> <ul style="list-style-type: none"> • Research and Evaluation Framework - Implementation Guide Public Health, WA. • Evaluation framework for health promotion and disease prevention programs Vic Health. • Intellectual Property WA Department of Commerce. <p>QUALITY IMPROVEMENT</p> <ul style="list-style-type: none"> • PCRS Assessment Tool , 'Improve Self-Management' website. Refer Section A5: CCSM Assessments. • Quality Self Management Assessment Framework (Q-SAF) WA Health CCSM website. • Examples of Measurement Instruments / Tools downloadable << Module 7 CCSM online training - Curtin University. Available 	<p>RESEARCH & EVALUATION</p> <ul style="list-style-type: none"> • Research Development Unit (RDU) provides funding support, policy oversight and development, WA Health. • State Health Research Advisory Council (SHRAC) funds research translation projects, provides strategic policy advice to the Department of Health, Minister for Health, WA. <p>CHRONIC CONDITION RESEARCH INSTITUTES, WA</p> <ul style="list-style-type: none"> • Centre for Health Services Research (CHSR): University of Western Australia (UWA). • Centre for Health Innovation Research Institute (CHIRI) Curtin Uni. of Technology WA. • ECU Health and Wellness Institute Edith Cowan University (ECU) WA.

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	<p>service utilisation, patient/carer satisfaction with the service, service costs, or specific disease measures. (Victorian Quality Council, 2005).</p>													<p>from CCSM Coordinators.</p> <ul style="list-style-type: none"> • Reach; Efficacy; Adoption; Implementation; and Maintenance (RE-AIM) Framework A model for the planning, evaluation, reporting, and review of translational research and practice VirginiaTech, USA. • PDSA Model for Improvement Overview PDSA, CCM and QI. Workbook. • NMHS CCSM Information Sheet – Research Institutes for Chronic Conditions in WA Scroll down to CCSM. 	<ul style="list-style-type: none"> • COMBINED Universities Centre for Rural Health (CUCRH) • Institute for Health and Rehabilitation Research The University of Notre Dame Australia (UNDA) • Quality improvement training for healthcare professionals. Evidence Scan. Also Models of QI p35. The Health Foundation UK. 2012. <p>SAFETY & QUALITY Refer Section A6: Safety and Quality, Accreditation.</p>

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E6	<p>Awareness of COMMUNITY RESOURCES</p> <p>This involves an understanding of what resources, supports, services and activities within the patient's community services involve, how to access them and their appropriateness in being able to meet the patient's and their carer's identified needs (Adapted from: Wagner, et al., 2001).</p>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<p>Refer Section C6: Link to PEER SUPPORT</p> <ul style="list-style-type: none"> • Self Managing Your Long Term Condition DVD with strategies for consumers to play a greater role in the management of their conditions. 40mins. WA Country Health Service, WA Health. Available from CCSM Coordinators. <p>Topics include:</p> <ul style="list-style-type: none"> • 5 steps to start • Lifestyle tips • Healthy Eating and physical activity • Fitting out your home • Transport tips • Mental Wellness • Managing Your Medications. 	<p>DIRECTORIES</p> <ul style="list-style-type: none"> • NMHS CCSM Information Sheet – List of Peak Bodies for Chronic Conditions in WA Scroll down to CCSM. • Directories of Support Groups for chronic conditions, Scroll down webpage. • Connect Groups WA Helping individuals link to support groups in WA. • Directory of Support Organisations WA Health Consumer Council • Links to various support groups in WA, for mental health and wellbeing Centre for Clinical Interventions , NMHS, WA • Respite and Care Link NMHS (Metro Perth only). • Community Health Centres Listing WA Health. • Chronic Disease Prevention Initiatives and Programs WA Listing 	<p>CONSUMER HEALTH RESOURCES websites</p> <ul style="list-style-type: none"> • HealthyWA new WA Health website for Consumers. • Better Health Channel Consumer health resources website Victoria Health. • HealthInsite Consumer health resources website Aust Govt. • Health & Wellbeing Consumer health resources website Aust. Broadcasting Commission (ABC.) • Communities in Focus Local Government and Communities website Seniors, Carers, Youth, Cadets, Volunteers, Parenting & Children. <p>For CARERS</p> <ul style="list-style-type: none"> • A Guide for Family Carers About Getting Support incl. links to other

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	<p>Awareness of COMMUNITY RESOURCES</p> <p>Continued</p>													<p>Chronic Disease Prevention Directorate '11.</p> <ul style="list-style-type: none"> • WA Medicare Locals (MCL) Central listing. Scroll down to link to individual WA MCLs and their local resources. • National Health Service Directory (staged rollout underway) Has APP for mobile phones. Free. • List of Church Groups in Perth and WA. BCL website. • Men's Sheds across WA. Support groups for Men. <p>CONSUMER RESOURCES</p> <ul style="list-style-type: none"> • Living Life to the Full with a Chronic Condition Poster and booklet. Chronic Conditions Consumer and Carer Group, WA Health. • HealthDirect Australia Health advice line and find a GP after hours Telephone: 1800 022 222. 	<p>resources. Carers WA.</p> <p>TRAINING FOR COMMUNITY WORKERS</p> <ul style="list-style-type: none"> • Training Packages for Community Workers including Youth, Aboriginal Health Workers, and Telehealth training. Community Services and Health Industry Skills Council.



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