



Government of **Western Australia**  
Department of **Health**

# Self-Management Assessment Guide

Health Strategy & Networks  
March 2015

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## Introduction

Self-management is a critical component for the effective management of chronic health conditions. The self-management approach emphasises: the consumer's central role in managing their health; links them to personal and community resources; and includes strategies of assessment, goal-setting, problem-solving and follow-up. Development of a set of measurable assessment tools will assist in the evaluation of the effectiveness of self-management programs and provide direction, feedback and guidance to ensure the WA Chronic Health Conditions Framework 2011-2016 and Self-Management Strategic Framework 2011-2015 remain on target to support self-management system and practice changes.

This document is designed to be read in conjunction with the Chronic Conditions Self-management (CCSM) Program Criteria document which outlines a set of standards to guide providers in the development, delivery and evaluation of evidence-based, best practice CCSM programs and services in Western Australia.

The Assessment Guide may help organisations seeking relevant program evaluation tools to meet the CCSM Program Criteria requirements.

## Purpose

The purpose of the Assessment Guide is to assist organisations to evaluate the effectiveness of their programs in supporting self-management in practice. This includes conducting specific programs, services and interventions utilising the following support tools and resources. While not an exhaustive list, the following tools will provide a starting point / baseline for organisations to begin measuring the effectiveness of policy and implementation strategies at organisational, practice and consumer / carer perspectives. Used together over time, these tools can provide evidence of supporting the embedding of a self-management approach into organisations.

## How to use

The assessment tools identified below fall into three broad categories: Organisational, Practice Settings and Consumer and Carer.

### 1. Organisational level:

Suitable for hospital and health services that are required to undertake formal accreditation.

The intention is not to burden health organisations, stakeholders, staff and consumers with a myriad of performance assessment tools. However, there is a good opportunity to link with accreditation of health organisations, as person-centred care is a common principle. Use of these tools will require a baseline to be established, against which any changes / improvements can be measured over time.

National Safety and Quality Health Service Standards: Standard 2 Partnering with Consumers:

<http://www.safetyandquality.gov.au/our-work/accreditation-and-the-nsqhs-standards/resources-to-implement-the-nsqhs-standards/>

- EQUIP standards: Standard 12 *Provision of Care*
- [http://www.achs.org.au/media/38984/table\\_equipnational\\_standards.pdf](http://www.achs.org.au/media/38984/table_equipnational_standards.pdf)
- Summary: [http://www.achs.org.au/media/45201/equipnational\\_table\\_portrait\\_final\\_1\\_.pdf](http://www.achs.org.au/media/45201/equipnational_table_portrait_final_1_.pdf)

Suitable for non-government organisations (e.g. not-for profits or Medicare Locals)

- EQUIP5 (for community or health and related organisations)
- [http://www.achs.org.au/media/4099/PR4%20%20Table\\_EQUIP5\\_Standards\\_and\\_Criteria1.pdf](http://www.achs.org.au/media/4099/PR4%20%20Table_EQUIP5_Standards_and_Criteria1.pdf)

The following tool is intended for assessing the implementation of chronic condition management, of which CCSM support is one of six components:

- Assessment of Chronic Illness Care (ACIC):
- [http://www.improvingchroniccare.org/index.php?p=ACIC\\_Survey&s=35](http://www.improvingchroniccare.org/index.php?p=ACIC_Survey&s=35)

## **2. Practice settings:**

Suitable for organisations (non-government, Medicare Locals, Primary Health Networks, not-for-profit agencies) or agencies within government that don't participate in accreditation against National Standards

Tools identified are to assist those organisations that may not have tools aligned to accreditation standards, or may be seeking additional tools to support assessment of the degree to which self- management is embedded in practice.

Assessment of Clinical Care Resources and Supports for Chronic Disease Self-Management (CCRS): Note that this tool complements the use and intent of both the broader ACIC and the PACIC.

- [http://www.improvingchroniccare.org/index.php?p=PACIC\\_survey&s=36](http://www.improvingchroniccare.org/index.php?p=PACIC_survey&s=36)

## **3. Consumer and carer level:**

Consumer self-assessment / feedback survey

As part of collaborative practice in the health and wellbeing environment it is important to seek feedback from consumers and carers in areas such as satisfaction with care, confidence and involvement in health care decisions, contribution to improvements and effectiveness of services.

A range of surveys and measures are available, such as the Patient Assessment of Care for Chronic Conditions (PACIC) and soon to be released National Patient Satisfaction Survey (NPSS). However it is recognised that many programs will have developed specific tools seeking feedback to support evidence of program effectiveness and improvement opportunities.

The importance of consumer and carer feedback is an integral component of the evaluation of self-management programs. Organisations are encouraged to utilise at least one such measurement tool as part of their Performance Indicator process. Items related to self-management in care delivery could be incorporated into existing tools to ensure consumer and carer feedback is sought.

The Patient Assessment of Care for Chronic Conditions (PACIC) is a validated patient self-report instrument to assess the extent to which patients with chronic illness receive care that aligns with the Chronic Care Model, measuring care that is patient-centred, proactive, planned and includes collaborative goal setting; problem-solving and follow-up support:

- [http://www.improvingchroniccare.org/index.php?p=PACIC\\_survey&s=36](http://www.improvingchroniccare.org/index.php?p=PACIC_survey&s=36)

NB: the PACIC will be replaced by the National Patient Satisfaction Survey when this is operational.

## Other State-Wide Elements

Also recommended is the evaluation / measurement of achievement against other state-wide elements in the CCSM Strategic Framework, listed below against Framework domains:

**Culture** – Partnership with external stakeholders. Refer Vic Health Partnership analysis tool and/or checklist:

<http://www.vichealth.vic.gov.au/Publications/VicHealth-General-Publications/Partnerships-Analysis-Tool.aspx>

<http://www.health.vic.gov.au/pch/downloads/factsheet02.pdf>

**Awareness** – Development, implementation and evaluation of a Communication and Marketing strategy.

**Services** – Use of the WA CCSM Self-Management Program Criteria

Evaluation of existing WA CCSM programs, including contribution to the effectiveness of linked referral pathways between public and private services and programs.

**Knowledge / skills:** Impact evaluation of CCSM support professional development training for WA health providers.

**Tools / resources:** Resourcing of updates to, and measures of usage and effectiveness of the WA CCSM website.

**Research** – Research to further the evidence base of Self -Management in WA.



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