ABSTRACT

IDENTIFICATION AND ENGAGEMENT OF INDIVIDUALS

FOR CHRONIC CARE MANAGEMENT

IN PRIMARY CARE

Chronic care management services exist but are underutilized in many primary

care settings resulting in adverse outcomes for the patient and the healthcare system.

Strategies to increase utilization of chronic care management services are needed. The

purpose of this scholarly project was to develop and implement a systematic process to

identify and engage patients eligible for chronic care management. The Institutional

Review Board deemed this project to not be research involving human subjects as

defined by CFR 46.102(e). The project facilitator partnered with a healthcare stakeholder

in the southwestern U.S. to identify a gap in clinical practice and develop an intervention

to address that gap. A needs assessment was completed revealing an underutilization of

chronic care management services. Best practices for identification and engagement of

patients for chronic care management were identified in the literature. Project methods

were developed using literature findings, and were organized using the social ecology

model, the Donabedian model, and Lewin's field theory. Implementation took place over

a ten-week period. Project procedures were organized by Deming's plan-do-study-act

model. Results suggested that the process utilized in this project did identify and engage

patients for chronic care management, resulting in a 163% increase from baseline.

Modifications to the planned process were made based on barriers encountered during the

project period. Implications for nursing, chronic care management, and primary care are

discussed.

Keywords: chronic care management, identification, engagement, systematic process,

primary care