

The 'CCM Boost' Project

CCM /LBD open day
6th November 2007
Viji Yuvarajan
CCM Nurse specialist
ProCare health Ltd



ProCare CCM Boost Team

- ★ Karol Daw – CCM Boost Nurse
- ★ Viji Yuvarajan – CCM Nurse Specialist
- ★ Juliet Williams – CCM Programme Mgr
- ★ Mereanna Timu – CCM Boost CHC
- ★ Brenda Schaaf – CCM Boost CHC
- ★ Gayle Sinclair – Self Mgt Facilitator



Background to the Boost project

- ★ CCM Enrolments were not as high as expected
- ★ Enrolled patients not being seen often enough
- ★ Not enough support for practice staff
 - Clinical support
 - Feedback reports
 - IT requirements
- ★ SIA funding approval from CMDHB for the project



What is CCM Boost?

- Increased practice support
- Formalized practice CCM action plan
- Improved resources
 - ★ Practice Protocols
 - ★ User-friendly CCM Manual
 - ★ Evidence based guidelines (NZGG)
- Dedicated CHC resource
- Evaluation of reporting system and recommendations



What are the objectives?

- ★ Increase programme utilisation
- ★ Improve engagement with CCM for 'hard to reach' patients
- ★ Ensure enrolments for Maori and Pacific exceed the population percentages in Counties Manukau
- ★ Providing health professional training on CCM model



CCM Boost process-at practice level

- ★ CCM Boost nurse to work with practice staff
 - 3 days/wk for 6 – 8 weeks
- ★ Dedicated CHC to engage 'hard to reach' patients
- ★ Access to all new resources
- ★ Focus on Systematic training programme
- ★ Opportunity to provide input into new resources and reporting processes
- ★ Opportunity to refer patients to SME
- ★ Team satisfaction



CCM Boost - steps

- ★ Complete the CCM Audit tool individually (assessment tool from MacColl institute for health care innovation 2000)
- ★ Complete the CCM survey form
- ★ CCM Boost Nurse start
- ★ Implementation of boost programme
- ★ Evaluation



KPI

	Pre-implementation	8 month post implementation
%Maori diabetes CCM enrolments	10%	25%
% pacific diabetes CCM enrolments	19%	33%
% Total Maori / Pacific Enrolments	35%	43%
Total CCM enrolments	63	134
CCM quarterly review completion rate	55%	79%
Care plus quarterly review Completion rate	69%	91%

