

## 4.1 Pre activity : CCM Practice Readiness Checklist

The CCM Practice Readiness Checklist is a great place to start with planning for Chronic Conditions Management changes and includes links that you can work with both your PHN and your practice on.

PLANNING AREA	TASKS TO DO
<b>Step 1 Plan the transition</b>	<input checked="" type="checkbox"/> <a href="#">Getting ready QI Checklist</a> <input type="checkbox"/> Designate a CCM change lead and change team <input type="checkbox"/> Document the change plan – Contact the GCPHN facilitator <input type="checkbox"/> Preparing for <a href="#">Chronic Conditions Management and MyMedicare patient registration</a> <input type="checkbox"/> Plan team roles in the transition according to staff skills, interest and position – Refer to <a href="#">Team roles and responsibilities</a> <input type="checkbox"/> Have a change team meeting and <a href="#">communicate upcoming changes</a> to the team <input type="checkbox"/> As a team, plan key activities and timelines <input type="checkbox"/> Set up a shared file/folder for the change team to share documents etc
<b>Step 2 Prepare your team</b>	<input type="checkbox"/> Discuss with your wider team what is changing and why <input type="checkbox"/> Get staff ideas and feedback on proposed change plans <input type="checkbox"/> Ensure team members have dedicated time to do their required tasks <input type="checkbox"/> Plan regular meetings of the change team to track progress <input type="checkbox"/> Communicate progress regularly with whole of practice via noticeboard, email, group chat, staff meetings <input type="checkbox"/> Discuss the <a href="#">upcoming changes</a> with your allied health providers etc
<b>Step 3 Review your resources</b>	<input type="checkbox"/> Do a stocktake of existing CDM resources <input type="checkbox"/> Locate resources in central location for ease of access <input type="checkbox"/> Allocate staff members and timelines for <a href="#">updating resources</a>
<b>Step 4 Raise patient awareness</b>	<input type="checkbox"/> Consider patient messaging (What's in it for them?) <input type="checkbox"/> <a href="#">Talking scripts</a> <input type="checkbox"/> Poster, information sheets brochures for patients <input type="checkbox"/> Calls to action/communications to patients (email, SMS, direct communication) <input type="checkbox"/> Train reception staff in MyMedicare and CCM messaging <input type="checkbox"/> Ensure reception is opportunistically registering patients for MyMedicare <input type="checkbox"/> Monitor the list of your patients who have deregistered from your practice in HPOS and follow up
<b>Step 5 Engage existing CDM patients</b>	<input type="checkbox"/> Communicate changes from CDM to CCM to patients <input type="checkbox"/> Recall existing CDM patients: for new GPCCMP when their review is due <input type="checkbox"/> Determine/review the process for booking review appointments <input type="checkbox"/> Document and communicate any changes to booking processes <input type="checkbox"/> Confirm how the practice will check MyMedicare registration status
<b>Step 6 Identify new CCM patients</b>	<input type="checkbox"/> Use clinical software and other data tools identify eligible patients by condition, medication, etc <input type="checkbox"/> Identify patients who have been previously identified for CCM but have not taken up the offer and follow up with them (e.g. Primary Sense Health Assessment or Patient with High Complexity reports) <input type="checkbox"/> Opportunistically identify new CCM patients during consultations, HA's, immunisations etc
<b>Step 7 Check in, review and celebrate</b>	<input type="checkbox"/> What is needed to embed the current changes? <input type="checkbox"/> How will your track CCM reviews? <input type="checkbox"/> Update workflow documents, position descriptions and policy and procedures manuals <input type="checkbox"/> Plan your next steps <input type="checkbox"/> How will you celebrate your successes?

Management changes, and support your team to explore their roles in both MyMedicare and Chronic Conditions Management.

By exploring and defining these roles, your practice team can work collaboratively to prepare for change and develop processes, systems and skills needed to succeed.