Abstract

Patient activation and engagement can be powerful enablers for health outcomes, yet are important for staff engagement and satisfaction. This author re-designed clinical templates to accommodate a time-based element of longitudinal care and implemented skill-based competencies to provide collaborative, team-based care to patients with type 2 diabetes. Twenty-two adults with diabetes and 6 staff members caring for them participated in a 12 week process improvement project utilizing the Chronic Care Model to link satisfaction and health outcomes. Patients completed satisfaction surveys at the end of their clinical encounters; staff completed satisfaction surveys pre- and post-implementation. The authors analyzed hemoglobin A1C levels pre- and post-implementation. The narrative markers for engagement and activation are confidence and conviction; these increased for both staff and patients, hemoglobin A1C levels decreased. Staff satisfaction remained relatively stable. Clinical implications include broad application of the CCM to daily practice, improved self-efficacy, healthier populations, and health care cost reductions. Key words: patient activation, patient engagement, staff activation, staff engagement, Chronic Care Model, type 2 diabetes.

Implications for Practice

The Chronic Care Model can be successfully implemented in a Primary Care Practice to improve: patient and staff satisfaction; role and self efficacy; and health outcomes.

References

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CONCEPTUAL FRAMEWORK

Ray’s Theory of Bureaucratic Caring

The Chronic Care Model (CCM)