



Chronic Condition Self-Management

Clinical Care Resources and Support (CCRS) Assessment Tool for Chronic Condition Self-Management (CCSM)

The CCRS Assessment tool was adapted by the Royal College of Australia and New Zealand Psychiatrists (RANZCP), March 2010 from the PCRS tool developed by Robert Wood Johnson Foundation Diabetes Initiative, 2006.

The CCRS assessment tool provides the basis for tailoring the embedding of CCSM support at the practice level of health organisations. The CCRS can be used to conduct initial and ongoing assessments of the status of CCSM support within a service area. The assessment findings can be used to identify areas for quality improvement and capacity building. A tailored plan of action can be created supported by training, tools and resources selected to meet target population and service priorities and needs. The CCRS characteristics align with person-centred care principles and practice and also current national safety and quality accreditation health standards.

CCRS Goals

The goals of the Clinical Care Resources and Support Assessment tool are to:

- Function as a self-assessment, feedback and **quality improvement** tool.
- **Characterise optimal performance** of providers, systems, as well as identify gaps in resources, services and support to provide effective CCSM support.
- **Promote discussion** among health care team members that can help build **consensus for change** and plans for improvement.
- Provide teams with a resource to **measure progress** over time.

CCRS Assessment Process

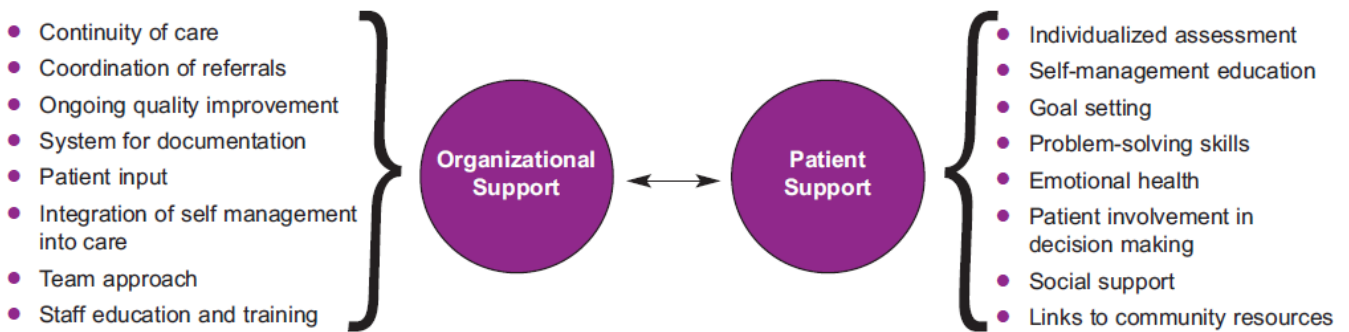
1. Introduction to embedding CCSM support in practice and the CCRS assessment tool.
2. Team members/ staff complete assessment.
3. Summary reports are compiled at the team level.
4. Discussion of findings by the team.
5. Identify priorities for improvement.
6. Decide plan of action.
7. Re-run assessment to monitor progress over time.

CCRS Content

The CCRS consists of 16 characteristics of self-management support in two categories:

- Organisational Support
- Patient Support.

Assessment of Clinical Care Resources & Supports for Self-Management (CCRS)



There are **no right or wrong** answers to survey questions. Scores are based on an individual's knowledge, experience and observation of how well the service is addressing the characteristic.

Scores are compiled for **review and discussion** to identify priority areas for change.

De-identified data could be used to compile progress reports to monitor change across a wider domain or health service.

CCRS Scoring Scale

There are 4 levels of performance (A,B,C,D) for each characteristic. For example:

Characteristic	Quality Levels			
	D	C	B	A (=all of B plus these)
1. Individualized Assessment of Patient's Self-Management Educational Needs	...is not done	...is not standardized and/ or does not consistently include most self-management components*	...is standardized, fairly comprehensive and documented prior to initial goal setting; takes into account language, literacy and culture; assesses patient's self-management knowledge, behaviors, confidence, barriers, resources, and learning preferences	...is an integral part of planned care for chronic disease patients; results are documented, systematically reassessed and utilized for planning with patients
	1	2 3 4	5 6 7	8 9 10

Within the levels A, B, C there are three numbers to allow for finer tuning of scores. In total there are 10 possible selections.

For each of the 16 characteristics of self-management support, participants are asked to select a number between 1 and 10 that best describes the service. For example: 6 in Level B above.

The following table summarises the distinction between the different levels A, B, C, D.

Level	Performance	Description
Level D:	LOWEST level	INADEQUATE or non-existent activity.
Level C:	PATIENT-PROVIDER Level	INFREQUENT / INCONSISTENT ; consumer is passive.
Level B:	TEAM level	ORGANISED, CONSISTENT, COORDINATED plus a TEAM approach
Level A:	HIGHEST level	Includes ALL of Level B plus SYSTEM-wide integration of self-management support.

Online CCRS Survey

To facilitate ease of completion and analysis, the CCRS survey could be and has previously been translated into an online format using Survey Monkey. This can facilitate data collection, data compilation, analysis and reporting.

More information

[Clinical Care Resources and Support \(CCRS\) for Chronic Condition Self-Management \(CCSM\) Assessment Tool \(external site\)](#) adapted by the Royal College of Australia and New Zealand Psychiatrists (RANZCP) in March 2010 from the PCRS (below).

[Primary Care Resources and Support \(PCRS\) tool \(external site\)](#) developed March 2006 by the Diabetes Initiative with support from the Robert Wood Johnson Foundation® in Princeton, New Jersey. Revised in December 2008. Washington University School of Medicine, St. Louis.



This document can be made available in alternative formats on request for a person with a disability.

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