

Implementing the Chronic Care Model for the Management of Noncommunicable diseases (NCDs) in the Primary Care Setting

Lecture: Decision Support

Next, we will discuss decision support and the chronic care model, which helps align care with both scientific data and patient preferences. Clinicians should have easy access to up-to-date evidence-based guidelines for managing various chronic conditions.

Continuous educational outreach to clinicians reinforces the utilization of these established standards in their daily clinical practice. Key strategies include integrating evidence-based guidelines into routine clinical procedures, sharing this information with patients (to foster their active involvement), employing effective provider education methods, and seamlessly integrating specialist expertise with primary care.

Decision Support involves providing guidance for implementing evidence-based care, promoting clinical care that is consistent with scientific evidence and patient preferences. And this is decision support is not only about guidelines. We need to not only have guidelines but get them off the shelf or the computer screen and actually use them. Our typical way of interacting with specialists is to send a patient and hope to get a letter back with the recommendations or plans that were implemented. We need to go beyond the traditional referral letters to real time consultation, whether through phone calls, or email exchanges. Therefore, bidirectional information flow is needed.

Decision support also involves informing patients of guidelines.

Let them know what their care should be, like. For example, provide them with a brochure or pocket card that has information about their care the expectations from them. It also involves encouraging patient participation in all aspects of their care from shared decision making to adjusting treatment according to shared care plans.