

CC11 Managing long term conditions and promoting patient self-care

Knowledge	Assessment Methods	GMP Domains
Recall the natural history of diseases that run a chronic course	E, C, Mi, ACAT	1
Define the role of rehabilitation services and the multi-disciplinary team to facilitate long-term care	E, C, Mi, ACAT	1
Outline the concept of quality of life and how this can be measured	C	1
Outline the concept of patient self-care	C, Mi	1
Know, understand and be able to compare medical and social models of disability	C	1
Understand the relationship between local health, educational and social service provision including the voluntary sector	C	1
Skills		
Develop and agree a management plan with the patient (and carers), ensuring comprehension to maximise self-care within care pathways when relevant	E, C, Mi, ACAT	1, 3
Develop and sustain supportive relationships with patients with whom care will be prolonged	C, Mi	1, 4
Provide effective patient education, with support of the multi-disciplinary team	E, C, Mi, ACAT	1, 3, 4
Promote and encourage involvement of patients in appropriate support networks, both to receive support and to give support to others	E, C, PS	1, 3
Encourage and support patients in accessing appropriate information	E, C, PS	1, 3
Provide the relevant and evidence-based information in an appropriate medium to enable sufficient choice, when possible	E, C, PS	1, 3

Behaviours			
Show willingness to act as a patient advocate	E, C, Mi, ACAT	3, 4	
Recognise the impact of long-term conditions on the patient, family and friends	E, C, Mi, ACAT	1	
Ensure equipment and devices relevant to the patient's care are discussed	C, Mi, ACAT	1	
Put patients in touch with the relevant agency including the voluntary sector from where they can procure the items as appropriate (ie equipment, wheelchairs etc)	ACAT, C, Mi	1, 3	
Provide the relevant tools and devices when possible	ACAT, C ,Mi	1, 2	
Show willingness to facilitate access to the appropriate training and skills in order to develop the patient's confidence and competence to self-care	ACAT, C, Mi, PS	1, 3,4	
Show willingness to maintain a close working relationship with other members of the multi-disciplinary team, primary and community care	ACAT, C, Mi, M	3	
Recognise and respect the role of family, friends and carers in the management of the patient with a long-term condition	ACAT, C, Mi, PS	1,3	
Level Descriptor			
1	<p>Describes relevant long-term conditions</p> <p>Understands the meaning of quality of life</p> <p>Is aware of the need for promotion of patient self-care</p> <p>Helps the patient with an understanding of their condition and how they can promote self-management</p>		
2	<p>Demonstrates awareness of management of relevant long term conditions</p> <p>Is aware of the tools and devices that can be used in long term conditions</p> <p>Is aware of external agencies that can improve patient care</p> <p>Teaches the patient and within the team to promote excellent patient care</p>		
3	<p>Develops management plans in partnership with the patient that are pertinent to the patient's long term condition</p> <p>Can use relevant tools and devices in improving patient care</p> <p>Engages with relevant external agencies to promote patient care</p>		

4	Provides leadership within the multi-disciplinary team that is responsible for management of patients with long-term conditions Helps the patient networks develop and strengthen
Emergency department context	
1	Makes appropriate referrals to occupational therapy or physiotherapy with clear reason for referral Attempts to assess social situation and activities of daily living in elderly patients or in those with disabilities
2	Refers to discharge team or community care team appropriately Seeks feedback on their referrals Requests hospital notes for patients with long-term conditions even in simple presentations recognising the impact of chronic disease
3	Actively works with the other professions to complete a holistic assessment of the patient in their personal circumstances
4	Seeks out information for the patient of self-help groups or other support systems in the community prior to discharge via the internet Seeks advice of primary care physicians in the department for alternative treatments or care providers in the community
Leadership	Specialty trainees should demonstrate competence in all elements of domains, with some evidence in setting direction
Demonstrating personal qualities	Always takes a social history including details of carers and support systems
Working with others	Actively involves nursing, OT, PT and other staff in the assessment and planning care of the patient Includes PAMS in briefings about departmental policies/changes promoting team approach

<p>Managing the service</p>	<p>Avoids admission for non-medical reasons utilising community teams where possible</p> <p>Uses CDU/observation ward effectively with limited stay for frail elderly or social presentations **</p>
<p>Improving services</p>	<p>Ensures information on community services available in the department</p> <p>Reminds junior colleagues of the importance of other professionals</p> <p>Invites other services to team teaching for information dissemination</p>
<p>Setting direction</p>	<p>Has regular planned meetings with discharge team to ensure maximal benefit to department</p>