

THE CHRONIC CARE MODEL

MODEL ELEMENTS

- THE COMMUNITY
- HEALTH SYSTEM
- SELF-MANAGEMENT SUPPORT
- DELIVERY SYSTEM DESIGN
- DECISION SUPPORT
- CLINICAL INFORMATION SYSTEMS

THE PATIENT LEVEL

- THE MODEL TALK
- THE MODEL IN ACTION
- THE BUSINESS CASE
- GETTING STARTED
- THE EXPANDED MODEL

FOSTERING IMPROVEMENT

CLINICAL TOOLS

BUILDING THE FIELD

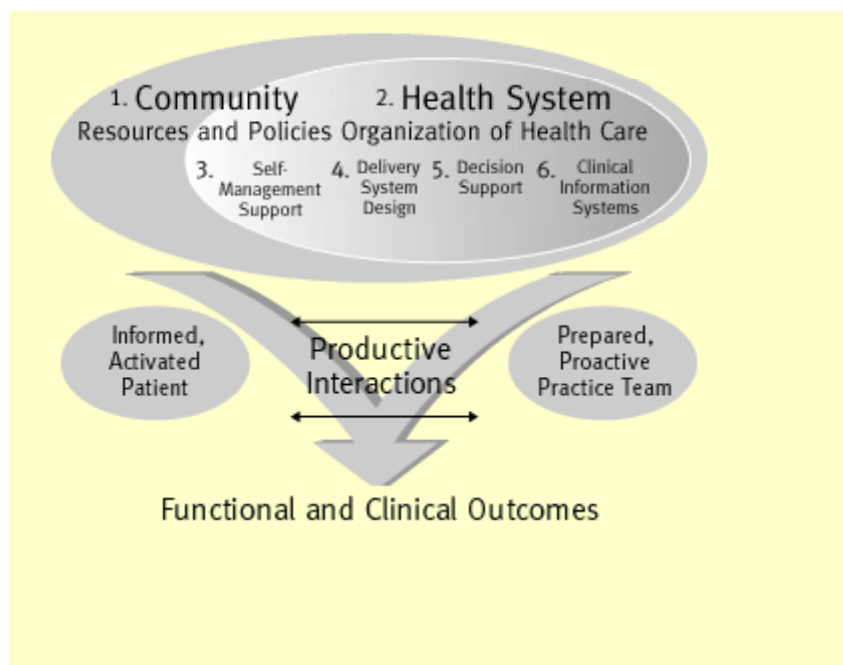
ADVANCING RESEARCH

RESOURCES

ABOUT ICIC

SITE GUIDE

Overview of the Chronic Care Model



*For citations of The Chronic Care Model

The Chronic Care Model identifies the essential elements of a health care system that encourage high-quality chronic disease care. These elements are [the community](#), [the health system](#), [self-management support](#), [delivery system design](#), [decision support](#) and [clinical information systems](#). Evidence-based change concepts under each element, in combination, foster productive interactions between informed patients who take an active part in their care and providers with resources and expertise. The model can be applied to a variety of chronic illnesses, health care settings and target populations. The bottom line is healthier patients, more satisfied providers, and cost savings.

The Development of the Chronic Care Model

The staff at the MacColl Institute for Healthcare Innovation developed the model drawing on [available literature](#) about promising strategies for chronic illness management, and organizing that literature in a new more accessible way. The model was further refined during a nine-month planning project supported by The Robert Wood Johnson Foundation, and revised based on input from a large panel of national experts. It was then used to collect data and analyze innovative programs recommended by experts. RWJF then funded the MacColl Institute to test the model nationally across varied health care settings: the national program being "Improving Chronic Illness Care" (ICIC).

Refinements to the Chronic Care Model

In July of 2003, ICIC and a small group of experts updated the Chronic Care Model to reflect advances in the field of chronic care both from the research literature and from the scores of health care systems that implemented the model in their improvement efforts.

We list more specific concepts under each of the six elements. Based on more recent evidence, five new themes were incorporated into the Chronic Care Model:

- Patient Safety (in [Health System](#));
- Cultural competency (in [Delivery System Design](#));
- Care coordination (in [Health System](#) and [Clinical Information Systems](#));
- Community policies (in [Community Resources and Policies](#)); and
- Case management (in [Delivery System Design](#)).

The model element pages have been redesigned to reflect these updates. Each page describes the overall strategy for each element, and the health system change concepts necessary to achieve improvement in that component. The refinements have been emphasized in bold typeface for ready identification.

Listen to The Model Presentation

This [50-minute presentation](#) walks you through the Chronic Care Model step by step with narration by model developer Dr. Ed Wagner, the director of Improving Chronic Illness Care.

*** Citations of the Chronic Care Model**

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The Chronic Care Model image first appeared in its current format in the following article:

Wagner EH. Chronic disease management: What will it take to improve care for chronic illness? *Effective Clinical Practice*. 1998;1:2-4. [[Link](#)]

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