The eHealth Enhanced Chronic Care Model (eCCM)

COMMUNITY — HEALTH SYSTEMS — eCOMMUNITY — eHEALTH

Delivery System Design
(care coordination, ACOs, interoperability, medical jargon, timeliness, policy, content, RHIOs, networking, design)

Clinical Decision Support
(graphs, charts, protocols, guidelines, reminders, infobuttons, etc.)

Clinical Information Systems
(EHR, PHR, patient portal, Internet, mHealth, smart phone, wearable devices, telehealth, etc.)

Self-management Support
(24/7 access, convenience, communication, reminders, alerts, planning, empowerment, engagement)

eHealth Education
(message training, health education, technology training, eCommunity training, navigation training, accuracy, completeness, volume of information, customization, numeracy, literacy, usability, security)

COMPLETE FEEDBACK LOOP

Informed, Activated Patient

Prepared, Proactive Practice Team

Productive Interactions

DATA

INFORMATION

KNOWLEDGE

WISDOM

IMPROVED OUTCOMES