

Evidence Brief

Factors influencing the implementation and the acceptability of chronic care models: A systematic literature review

Davy CP, Bleasel J, Liu H, Tchan M, Ponniah S, Brown A

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The increasing prevalence of chronic disease faced by both developed and developing countries is of considerable concern to a number of international organisations. Many of the interventions to address this concern within primary healthcare settings are based on the chronic care model (CCM). The implementation of complex interventions such as CCMs requires careful consideration and planning. Success depends on a number of factors at the healthcare provider, team, organisation and system levels. The aim of this systematic review was to examine the scientific literature in order to understand the facilitators and barriers to implementing CCMs within a primary healthcare setting.

This review identified four high level factors which influenced successful implementation of the CCM.

- Acceptability of the CCM intervention,
- Preparing Healthcare Providers for the CCM,
- Supporting Patients, and
- Resourcing Implementation and Sustainability

Together these speak to a need to consider a holistic approach to CCM implementation and sustainability both from patients' and healthcare providers' perspectives. While it is important to consider whether the healthcare system will be able to support the implementation of a CCM, this review highlighted the importance of human factors to the success or otherwise of these types of interventions.

Recommendations from the Systematic Review

The successful implementation of complex interventions such as a CCM will depend not only on the provision of appropriate resources and the development of effective systems and processes, but also on a broad range of different stakeholders who will interpret and influence this implementation process. This could be achieved by:

- involving community members in the implementation, and where possible the development of interventions,
- involving healthcare staff in the implementation and where possible the development of interventions,
- providing clear information about and reasons why changes are necessary to all stakeholders including community members and healthcare staff,
- preparing for the new intervention by assessing the necessary skills and resources that are required to successfully implement change,
- identifying leaders and champions who will support implementation; and
- monitoring and evaluating implementation to identify improvements.

Contextual relevancy may be especially important for developing and then implementing CCMs, given that the burden of chronic disease is highest within disadvantaged communities whose values and beliefs may be different to those of the dominant population.