

# Chronic & Complex Disease System Drivers

## KEY DRIVERS

### AIM

CCHMC system that optimizes outcome, experience, and value for patients and families with chronic and complex conditions

Effective strategies for chronic/complex outcome improvement (chronic care model)

Patient safety across domains of care

Clinical capacity management: scheduling, clinic flow, personnel

Organizational structure supports desired care delivery system

Alignment between improvement & other divisional/departmental goals

Information System to Support Population-based Care

Rewards and recognition for divisions & teams

Infrastructure for improvement

Effective clinical and research collaboration

Deference to expertise of clinical team