

The Role of Technology and the Chronic Care Model

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Abstract

Innovative technological approaches offer great promise for enhancing the quality of care and improved access. A chronic care model has been shown repeatedly to improve outcomes. The elements of the model include the health system, community, self-management support, decision support, clinical information systems, and delivery system redesign. Understanding opportunities to apply technology to the chronic care model is critically important as the rates of diabetes escalate and quality care becomes a priority for health systems.

J Diabetes Sci Technol 2010;4(2):470-475

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Abbreviations: (CCM) chronic care model, (CMS) Center for Medicare and Medicaid Services, (EMR) electronic medical record, (IT) information technology, (PHR) personal health record, (VA) Veteran's Affairs

Keywords: chronic care model, diabetes, technology

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