Deciding the right approach
It is important to have the information and knowledge to be able to carry out a risk-stratification on local populations to identify those who are most at risk.

Level 3
As people develop more than one chronic condition (co-morbidities), their care becomes disproportionately more complex and difficult for them, or the health and social care system, to manage. This calls for case management - with a key worker (often a nurse) actively managing and joining up care for these people.

Level 2
Disease/care management, in which multidisciplinary teams provide high quality evidence-based care to patients, is appropriate for the majority of people at this level. This means proactive management of care, following agreed protocols and pathways for managing specific diseases. It is underpinned by good information systems - patient registries, care planning, shared electronic health records.

Level 1
With the right support many people can learn to be active participants in their own care, living with and managing their conditions. This can help them to prevent complications, slow down deterioration and avoid getting further conditions. The majority of people with chronic conditions fall into this category - so even small improvements can have a huge impact.