



The Royal College of
Chiropractors

Chiropractic Quality Standard

Supportive Self-Management in Chronic Care

- 1. Offering Care:** Supportive self-management is offered to all patients with long-term chronic conditions, whether symptoms are continuous or recurring in nature.
- 2. Agreement to Commence:** Supportive self-management is only provided with the specific agreement of patients following an informed discussion about the nature of their chronic condition, the likely outcomes with and without ongoing care, and alternative management options.
- 3. Discuss Beliefs and Goals:** Patients with chronic conditions undergoing supportive self-management are encouraged to discuss their health beliefs, concerns, personal goals, expectations and preferences to inform decisions made about their individualised care.
- 4. Shared Decision-Making:** Patients with chronic conditions undergoing supportive self-management are actively involved in shared decision-making and supported to make fully informed choices about their treatment and care.
- 5. Care Plan:** A chiropractic care plan is developed in partnership with patients undergoing supportive self-management that includes goal setting, problem solving, lifestyle management, condition-specific education and chiropractic treatment.
- 6. Aims of Care:** The aim of a care plan for patients on supportive self-management plans is to reduce the frequency of appointments to a point where maximum therapeutic benefit continues to be achieved while encouraging more active self-monitoring and self-management.
- 7. Treatment Frequency:** Although the frequency of continued treatment depends upon the severity and duration of the symptoms, once stable, patients with chronic conditions undergoing supportive self-management should not expect treatment intervals to be less than four weeks.
- 8. Challenging Beliefs and Encouraging Activity:** Supportive self-management includes challenging patients' beliefs about their condition, encouraging a return to usual activity levels despite residual symptoms, self-monitoring and avoiding the over-reliance on active treatment.
- 9. Regular Assessment of Needs:** The progress and needs of patients with chronic conditions undergoing supportive self-management will be regularly reviewed, including an assessment of activity levels, pain relief, anxiety, and whether goals are being met.
- 10. Referrals:** Patients with chronic conditions undergoing supportive self-management will be regularly assessed and considered for referral to another healthcare practitioner, either instead of or in addition to chiropractic care.
- 11. Management Reviews:** Patients with chronic conditions undergoing supportive self-management will have formal documented reviews at least every twelve months.
- 12. Continuity of Care:** Patients with chronic conditions undergoing supportive self-management will experience continuity of care, whenever possible, provided by the same chiropractor.
- 13. Declining Treatment:** Patients with chronic conditions undergoing supportive self-management are made aware that they have the right to choose, accept or decline treatment at any time, and that these decisions are respected and supported.

Scope of this Quality Standard

This quality standard covers chiropractic supportive self-management of patients with long-standing chronic musculoskeletal conditions (often referred to as “maintenance care”). Long standing chronic conditions vary significantly in their severity and frequency of symptoms. These quality statements are therefore general, but nevertheless provide aspirational but achievable markers of high-quality, cost-effective patient care.

About the Royal College of Chiropractors’ Quality Standards

Quality Standards are tools designed to help deliver the best possible outcomes for patients. They are a series of specific, concise quality statements with associated measures that provide aspirational, but achievable, markers of high-quality patient care covering the treatment of different conditions. They also form an important part in addressing the increasing priority being placed on improving quality and patient outcomes.

The primary purpose of The Royal College of Chiropractors’ quality standards is to make it clear what quality care is by providing patients, the public, healthcare professionals, commissioners and chiropractors with definitions of high-quality chiropractic care.

By providing a clear description of what a high-quality service looks like, clinics can improve quality and achieve excellence. The quality standards encompass statutory requirements, best practice and existing clinical guidelines, but they are not a new set of targets or mandatory indicators for performance management. They are, however, a useful source to form the basis of clinical audit and to identify priorities for future improvement.

Chiropractors are encouraged to adopt the Royal College of Chiropractors’ quality standards as practice policy. They can be used in a wide range of circumstances, such as a source of identifying CPD, promoting the services that you provide, tendering for NHS contracts, or education at a local and national level. They enable Healthcare professionals to understand the standard of service that you provide, and allow commissioners to be confident that the services they are purchasing are of high quality. Importantly, they also help patients to understand what service they should expect.

For the fully detailed version of this Quality Standard, please visit www.rcc-uk.org and choose the ‘Quality’ menu.

The Royal College of Chiropractors’ Quality Standard on Supportive Self-Management in Chronic Care was developed in November 2012 and is due for review in November 2015

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