Organisational influence

Limited funding for chronic illness care activities.

Decision support

CARPA guidelines

Information systems

Paper based medical records

Total Recall System

Delivery system design

• Separate men’s and women’s clinics.
• Clients are reminded by appointment cards, and transport is provided to the health centre.

Self-management

• Patient education
• Family meetings are held for clients with complicated conditions.

Community (external) linkages

Community: the health centre working with the store supporting healthy food choices.

External networks: working with Nightcliff Renal Unit to support dialysis patients.

Visiting services: Diabetic eye check once per year.

Staffing details

<table>
<thead>
<tr>
<th>Position</th>
<th>Gender</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, 3B nurse, female</td>
<td>Female</td>
<td>Administration officer, female</td>
</tr>
<tr>
<td>Nurse, 3A, female</td>
<td>Female</td>
<td>Driver, male, part time</td>
</tr>
<tr>
<td>AHW, level 2, female</td>
<td>Female</td>
<td>District Medical Officer, male, visiting (1 day fortnightly)</td>
</tr>
<tr>
<td>AHW, level 3, male</td>
<td>Male</td>
<td>District Medical Officer, female, visiting (1 day fortnightly)</td>
</tr>
</tbody>
</table>