

## Program eligibility for general practices

### Right Care = Better Health in the east

Does your practice want to improve care coordination for your patients with chronic complex conditions? Your practice may be eligible to participate in the Right Care = Better Health program (RCBH) to improve health outcomes of people with chronic disease.

#### About EMPHN

Eastern Melbourne PHN (EMPHN) is a Primary Health Network established to increase the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and to improve coordination of care to ensure patients receive the right care, in the right place, at the right time.



— Right Care — Right Time — Right Place —

#### Background

The Right Care = Better Health (RCBH) service offers individually tailored care coordination for eligible patients with complex chronic conditions. Care coordination is provided by community health-employed nurse care coordinators co-located within participating general practices, in partnership with the practice team. The service aims to reduce avoidable hospital admissions, improve quality of life, and provide appropriate, timely, collaborative, person-centred care. Nurse care coordinators support general practice patients to enhance team-based care, facilitate service navigation and care coordination. The program is currently available to patients in five participating general practices within the Knox and Yarra Ranges Local Government Areas. Feedback from the existing participating practices is that they appreciate the support of experienced chronic disease nurse care coordinators, and the service is consistently highly valued.

#### The opportunity

EMPHN is seeking to engage up to ten eligible general practices across the east of the PHN's catchment to be part of the next iteration of the RCBH 12-month program (with the possibility of extension).

Participating general practices will receive support from EMPHN's teams to:

- identify eligible patients through POLAR (based on program eligibility criteria)
- undertake data cleansing to assist with appropriate patient identification

Remuneration will be at a rate of approximately \$10,000 per year.

#### Practice eligibility criteria

- Access to POLAR (to identify eligible patients for the program).
- Be accredited against the RACGP Standards for general practice.
- Have at least 0.6 WTE registered nurse/s at the general practice.
- Available clinical space and access to the clinical management system for the community health-employed nurse care coordinator for up to one day per week.
- Hold public liability, professional indemnity and medical practice insurance (\$20 million).
- Have a privacy policy in place for the care coordinator to access the practice's clinical management system, including providing remote access.

## Patient eligibility criteria

Eligible patients include:

- people 18+
- complex patients with:
  - frailty
  - respiratory disease **and or**
  - Cardiovascular Disease (CVD)
- patients who meet the above eligibility criteria who consent to engage in the program.

Final patient list for intake into the program will be decided collaboratively between the general practice and the nurse care coordinator.

## Program requirements:

- The general practice must assign a registered nurse to lead the program at the clinic. Enrolled nurses can participate in the program under direct supervision, however cannot lead the program.
- A General Practitioner, the nominated lead Practice Nurse and Practice Manager must attend an interview with EMPHN if the Expression of Interest is successful to gain further information about your practice's capacity and interest in engaging with the program, and to discuss the requirements of the program.
- Practices must provide access to a consulting room at a mutually agreed time for the EACH nurse care coordinator and general practice to see or call patients and provide staff access to the Clinical Management System.
- General practice is expected to quarantine two hours per week of practice nurse time to work and collaborate with the care coordinator.
- Data cleansing such as making patients inactive on POLAR to inform a collaboratively developed patient eligibility list with the EACH care coordinator.
- Patient shared health summaries must be uploaded to their My Health Record (MYHR) as part of the program. Training support will be provided by EMPHN if required.
- Commitment from the general practice to work towards a sustainable model of care, including providing feedback and insights on the development of a cost-effective model.

## Practice activities:

- Participate in program evaluation and continuous improvement activities.
- GPs and Practice Nurse to participate in case conferencing where relevant to the program.
- Participate in monthly Community of Practice (CoP) and/or CPD sessions.
- Undertake monthly and quarterly program reporting.
- Work with service provider to develop a network directory of local health, social and community services – as supported by the EACH care coordinator and EMPHN.
- Engage in capability building and knowledge translation activities with EACH.

## Information Session

Join us to hear more about the opportunity and ask questions.

**Date:** 29 November

**Time:** 9.30 - 10am

**Link:** <https://bit.ly/3sQhhTJ>

## Key dates

EOI open	27 Nov 2023
Information Session	29 Nov 2023
EOI closes	11 Dec 2023
EMPHN to review EOI applicants	11-22 Dec 2023
Successful general practices invited for interview	Jan 2024
Successful general practices notified and agreements signed	Jan 2024
Project commencement (on-boarding of EACH and general practices)	Feb – Mar 2024
Practice staff to collaborate with EMPHN team around data cleansing, and initial patient list	Feb – Mar 2024

\*Please note, if we are oversubscribed for this intake of practices, EMPHN will rank interested practices based on local health needs data based on location of practice and informal practice interviews. If you are not successful in this intake, EMPHN will operate a wait list. You may also be able to express interest to participate in a later program phase.

\*\*Existing RCBH practices are not eligible to participate in the next iteration of the program.

**If your practice meets the Practice Eligibility Criteria listed in this document, follow this eProcure link to register**