

# **Journey to Complete Care – Improving the First Nations Patient Experience**

27<sup>th</sup> July 2023

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## ACKNOWLEDGEMENT OF COUNTRY

We respectfully acknowledge the past and present traditional caretakers on the lands of the Gamilaraay, Anaiwan, Awabakal, Worimi, Geawegal, Biripi and Darkinjung peoples.

We pay respect to their culture and identity which has been bound by the lands, waterways, sea and skies for generations.

We acknowledge continued connection to culture, spirituality, mother earth, the waterways and skies across all the nations on which the PHN services.

**Always Was, Always Will Be**

**First Nations lands**



# LEARNING OUTCOMES -

- PBS & CTG – The registration process
- 715 Health Assessments & organising follow-up care.
- Introducing Chronic Disease Care (721/723) for First Nation Patients-

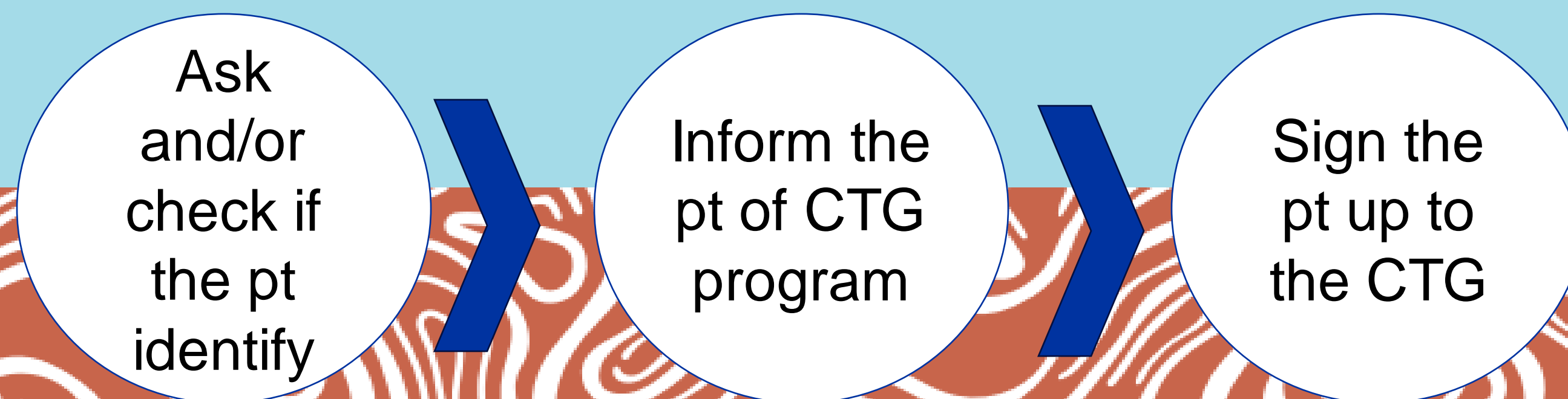
Why, When & How

# PBS AND CTG REGISTRATION PROCESS

The CTG program is vital step in providing health care to your all First Nation patients

The CTG PBS Co-payment program was established in July 2010 to improve access to affordable PBS medicines for Aboriginal and Torres Strait Islander people living with, or at risk of, chronic disease, and who in their doctor's opinion would experience setbacks in the prevention or ongoing management of chronic disease if they did not take the prescribed medicine and would be unlikely to adhere to their medicine regimen without assistance through the program.

- **Who can register for the program:** All First Nations patients that Identify are eligible regardless of chronic disease status, age, or where they live
- First Nation people who are registered for the program but do not have a Concession Card will pay \$6.60 (current as of 1 January 2021) for the majority of PBS General Schedule medicines. If registered Aboriginal and Torres Strait Islander people have a Concession Card, they will receive the majority of their PBS General Schedule medicines for free.



## Registering a Patient for the Closing the Gap PBS Co-payment Program & Practice Incentive Program - Indigenous Health Incentive

The process to access the PIP Indigenous Health Incentive and PBS Co-payment Program is through HPOS.

### Health Professional Online Service

[How to set up HPOS access](#)

[Login to HPOS](#)

### Registering a patient for the Closing the Gap PBS Co-Payment Program

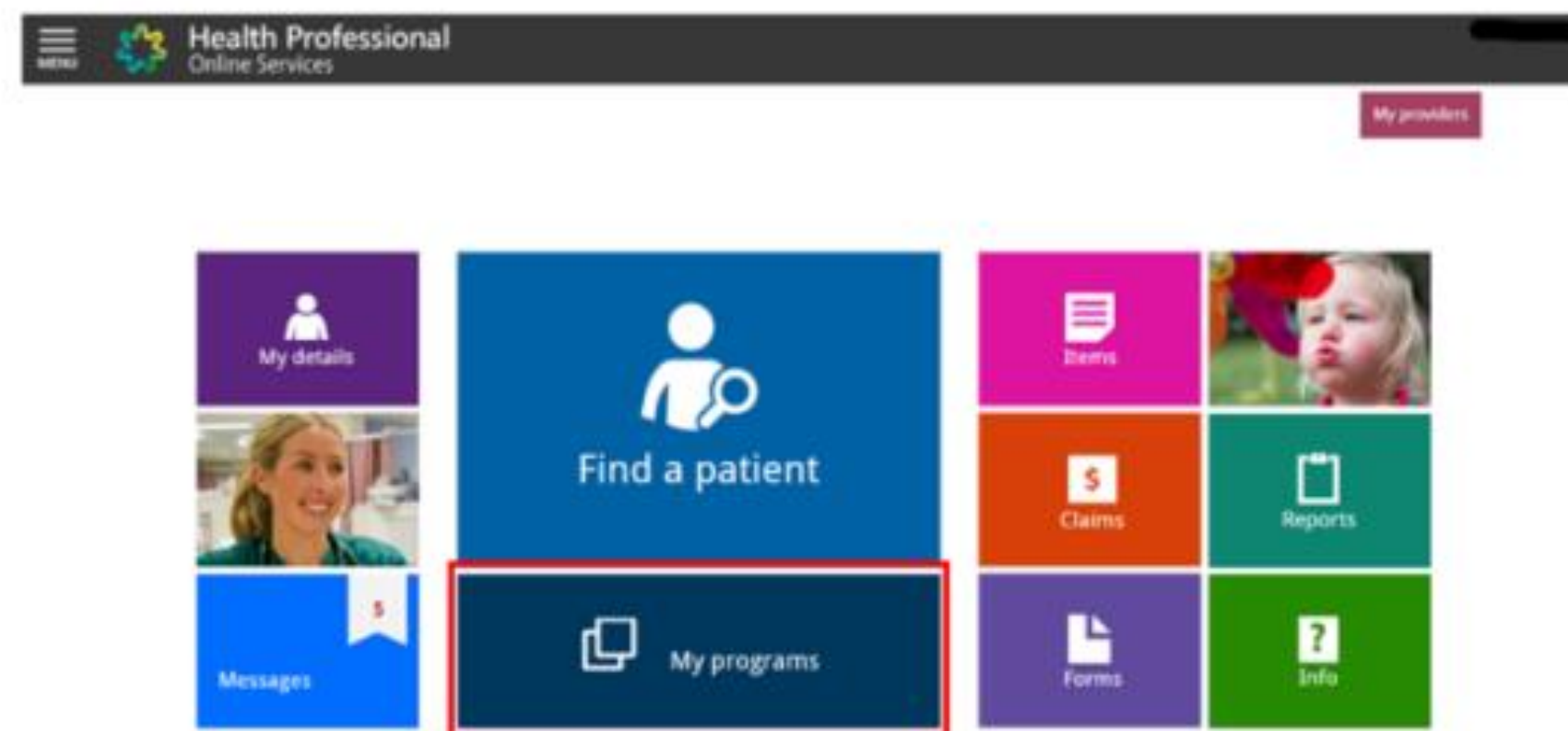
You only need to assess a patient's eligibility **once**.  
A patient is eligible if they:

- self-identify as an Aboriginal or Torres Strait Islander Australian
- will have setbacks in preventing or managing their condition if they don't take the medicine
- are unlikely to keep up their treatment without help with the cost
- are enrolled with Medicare.

Their age, where they live, and their chronic disease status **does not matter**.

Only a provider or a delegate can register a patient for the CTG PBS Co-Payment Program

#### Step 1



#### Step 2



#### Step 3



#### Step 4



# ABORIGINAL & TORRES STRAIT ISLANDER HEALTH ASSESSMENT

## Item number - 715

- One of many types of preventative Health Assessments offered under the MBS –

**EXAMPLES** - Heart HA, Diab Risk HA, 45/49 HA, 75Yr+ HA

- 1 Health Assessment in a 12-month period. EXCEPTION - 715 HA after 9 months if the patient presents for care.
- Nurse item number **10987** – 10 visits per calendar year.

**EXAMPLE** – GP has requested Nurse follow-up after a 715 HA for the next 6 weeks to monitor the patients BP & encourage exercise.

Patient attends a weekly appointment with the nurse for 5 visits & then on week 6 see's both the Nurse & the GP to discuss results & next steps.

For 5 weeks item number 10987 is billed under the GP's provider number & on the 6<sup>th</sup> week there is also a billing for time-based consult + item 10987.

In this way the patient is supported to make improvements in their health.

# CHRONIC DISEASE MANAGEMENT (CDM)– GP DECISION TO COMMENCE THIS TYPE OF CARE

## GP Management Plan (GPMP) –

- Valid for 2 years but can be renewed after 12 months if clinically warranted
- Nurse item number 10997 is available under a GPMP – 5 per Calander year.
- Lists the actions a patient can take to help manage their condition – their goals.
- Requires regular review - item 732

## Team Care Arrangement (TCA) -

- Developed by the GP with the collaboration of 2 or more other health providers contributing to the care.
- They must provide different types of care.
- 1 Specialist & 1 Allied Health OR 2 different Allied Health e.g., Diabetes Educator & Dietitian
- 5 visits with Allied Health under the TCA to be shared amongst the contributing Allied Health providers.
- Requires regular review – item 732

## EXAMPLE

### 12-month Appointment plan for a Patient with a Chronic Disease

<b>Day 1</b>	New GP Management Plan & Team Care arrangement (GPMP/TCA)	721/723
	Nurse Item for supported care for chronic disease	10997
<b>3rd month</b>	Review of GPMP & Review of TCA	732 x 2
	Nurse Item for supported care for chronic disease	10997
	Nurse Item for supported care for chronic disease	10997
<b>6th month</b>	Review of GPMP & Review of TCA	732 x 2
	Nurse Item for supported care for chronic disease	10997
<b>9th month</b>	Review of GPMP & Review of TCA	732 x 2
	Nurse Item for supported care for chronic disease	10997
<b>Day 366</b>	<b>New GP Management Plan &amp; Team Care Arrangement (GPMP/TCA)</b>	<b>721/723</b>



## 12-month Appointment plan for a First Nations Patient with a Chronic Disease

Day 1	New GPMP/TCA	721/723
	Nurse Item	10997 or 10987
3rd month	GPMP/TCA Review	732 x 2
	Nurse Item	10997 or 10987
	Nurse Item	10997 or 10987
6th month	GPMP/TCA Review	732 x 2
	+ First Nations Health Assessment	715
	Nurse Item	10997 or 10987
9th month	GPMP/TCA Review	732 x 2
	Nurse Item	10997 or 10987
Day 366	New GPMP/TCA	721/723

Nurse Care -  
10997 – 5/yr  
10987 -10/yr

## CLINIC DAY EXAMPLE – 2 HR SESSION

Time	Dr Frederick Findacure 21/07/2023	Ms. Nadine Nurse 21/07/2023
7:45 am		
8:00 am		
8:15 am		
8:30 am	🏠 Ron Zimmerman - Home visit	🔍 Anastasia Abbott - 1st Nations HA (715)
8:45 am		
9:00 am	🔍 Anastasia Abbott - 1st Nations HA (715)	🔍 Benjamin Abbott - 1st Nations HA (715)
9:15 am	📄 Allan Terrence - Script	
9:30 am	🔍 Benjamin Abbott - 1st Nations HA (715)	🔍 Kathleen Costello - 1st Nations HA (715)
9:45 am	💉 Sarah Goldspring - Immunisation Flu	
10:00 am	🔍 Kathleen Costello - 1st Nations HA (715)	🔍 Maree Ackermann - 1st Nations HA (715)
10:15 am	💡 Hannah James - Drug rep. Morning tea	
10:30 am	🔍 Maree Ackermann - 1st Nations HA (715)	💡 Hannah James - Drug rep. Morning tea
10:45 am		👤 Amanda "Mandy" Douglas - 10987 - BP Check
11:00 am	👤 Amanda "Mandy" Douglas - 10987 - BP + Script	

- 4 x 715 +
  - 2 Standard Appointments with other patients & morning tea!
- = 2 hrs/day

This leaves 6 hours for other care

# Practice Income

ITEM NUMBER	COUNT	VALUE	TOTAL
HA 715	4	\$232.50	\$930.00
HA 703	0	\$151.05	\$0.00
HA 705	0	\$208.40	\$0.00
HA 707	0	\$294.45	\$0.00
STANDARD CONSULTS	2	\$41.20	\$82.40
TOTAL	4		\$1012.40

**Hourly rate - \$506.20**

# Practice Income

	<b>SESSION COUNT</b>	<b>INCOME GENERATED</b>	<b>FIRST NATIONS PATIENTS - HA's COMPLETED</b>
<b>2 Hour Session/Week</b>	<b>1</b>	<b>\$1,012.40</b>	<b>4</b>
<b>PIP Quarter (24 hrs)</b>	<b>12</b>	<b>\$12,148.80</b>	<b>48</b>
<b>Calendar Year (102 hours)</b>	<b>51</b>	<b>\$51,632.40</b>	<b>204</b>

**Hourly rate - \$506.20**

## Resources & References

[MBS Online - MBS Online](#)

[Practice Incentives Program – Indigenous Health Incentive | Australian Government Department of Health and Aged Care](#)

[First Nations Health - Primary Health Network \(thephn.com.au\)](http://thephn.com.au)

[Primary Care Support - Primary Health Network \(thephn.com.au\)](http://thephn.com.au)

[Practice Management and MBS - Primary Health Network \(thephn.com.au\)](http://thephn.com.au)

[Education Library - Primary Health Network \(thephn.com.au\)](http://thephn.com.au)

Questions?

Thanks for Attending Donna & Ashley