

Securing Your Business During COVID-19

Maintaining your practice income during a Pandemic

HNE CC PHN Primary Care Improvement Team
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Welcome



Send questions to SLIDO [WWW.SLI.DO](https://www.sli.do)

Enter event code: #MMSYB

Access the Q&A tab

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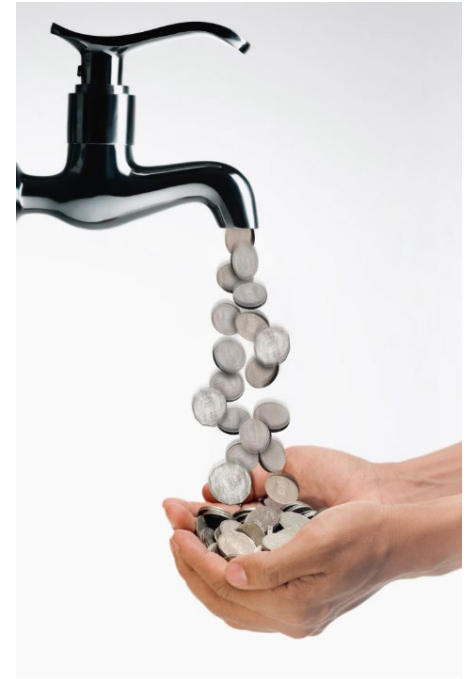
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Learning outcomes

- ✓ General Practice business modelling during the current COVID-19 pandemic - where can we focus now?
- ✓ Creative ways to think when running your business
- ✓ Optimising the benefit to patients who have a renewed interest in their own good health
- ✓ Building a stronger health relationship with your clinically well patients during COVID-19 & beyond

Managing costs

- Managing costs effectively is key to the long-term success of any business
- Spending wisely and knowing how to reduce the long list of fluctuating business expenses is one of the first steps
- One of the most important factors when reducing the costs in your business is knowing where your major cost centres lie
- Managing cash flow involves keeping a vigilant eye on revenue, cost structure, the quality of your business plan



What can we do about this?

- Review your utility plans
- Use up the consumables on hand, then reconsider what you repurchase
- Vaccines, monitor use by dates
- Monitor the roster
- Make use of time to update Policies and Procedures
- Recalls and Reminders
- Review your mental health treatment plans
- Team meetings

0-19 years	20-39 years	40-49 years	45-49 years	50-64 years	65-74 years	> 75 years
Check immunisation status – Flu, Childhood & School Based	Check immunisation status – MMR, Boostrix, Flu	Check immunisation status – MMR, Boostrix, Flu	Check immunisation status – MMR, Boostrix, Flu	Check immunisation status – Boostrix, Flu	Check immunisation status – eg: Flu, Pneumovax & Zostavax from 70 yrs	Check immunisation status – eg: Flu, Pneumovax & Zostavax up to 79yrs
Indigenous patients - 715, 10987 x 10, CTG reg, AUDRISK for patients over 15 years	Indigenous patients - 715, 10987 x 10, CTG reg, AUDRISK for patients over 15 years, Heart Health Assessment for patients over 30 yrs	Indigenous patients - 715, 10987 x 10, CTG reg, Heart Health Assessment for patients over 30 yrs	Indigenous patients - 715, 10987 x 10, CTG reg	Indigenous patients - 715, 10987 x 10, CTG reg	Indigenous patients - 715, 10987 x 10, CTG reg	Indigenous patients - 715, 10987 x 10, CTG reg
Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care	Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care	Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care	Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care	Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care	Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care	75+ year Health Assessment
SNAP data	SNAP data	SNAP data	SNAP data	SNAP data	SNAP data	Check for chronic disease 721, 723, 10997 x 5 ? Diabetes Cycle of Care ? Asthma Cycle of Care
Shared Health Summary Upload	Shared Health Summary Upload	Shared Health Summary Upload	Shared Health Summary Upload	Shared Health Summary Upload	Shared Health Summary Upload	Shared Health Summary Upload

This is an example only check list for consideration when booking nurse appointments for varied age cohorts
Please refer to the MBS for guidance

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So..... who can we focus on now?

- ✓ Patients under the age of 70 years
(or under 50 years if patient identifies as Aboriginal or Torres Strait Islander)
- ✓ Patients who are not pregnant or not have a very young children
- ✓ Patients who are not suffering from chronic conditions
- ✓ Essentially those that we struggle to get in because they are generally well!



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How do we find them?

Pen CS – Use Cat4 recipes to find:

- Patients that are over 40 years of age and
- Who do not have a chronic disease diagnosed (i.e. have never had billed) then breakdown again into -
 - **Those that are already flu vaccinated**
 - **Those due for their 2020 flu vaccine**



The pathway will differ slightly for each patient groups

- You can also run reports in your clinical software to find these patients if you don't have Cat4
- Contact your Primary Care Improvement Officer (PCIO) to assist you remotely to find these patients

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Use PenCS Cat4 to find patients over 40
WHO DO NOT HAVE A CHRONIC DISEASE DIAGNOSIS

Patient **HAS RECEIVED** 2020 flu shot

AUSDRISK & Family History paperwork to be completed either by:

1. Over phone with nurse
2. Via email & Nurse
3. GP telehealth & screen

GP orders pathology & sends paperwork to pathology company

Reception phones patient and books appropriate health assessment ASAP and to have pathology done in preparation for health assessment

Patient **DUE** for 2020 flu clinic. Organise and book patients into clinic. Allow 10-15 minutes per appointment.

On arrival to flu clinic, reception to provide two tools to patients to complete in waiting room:

1. Australian Type 2 Diabetes Risk Assessment Tool (AUSDRISK)
2. RACGP Family History Screening Questionnaire

GP orders pathology and gives to patient to complete ASAP

At the end of consultation, reception books appropriate health assessment ASAP and to have pathology done in preparation for health assessment

HEALTH ASSESSMENT CONSULTATION

The Australian Type 2 Diabetes Risk Assessment Tool (AUSDRISK)

The Australian Type 2 Diabetes Risk Assessment Tool (AUSDRISK)

How do you score?

The Australian Type 2 Diabetes Risk Assessment Tool was developed by the Baker IDI Heart and Diabetes Institute on behalf of the Australian, State and Territory Governments as part of the COAG initiative to reduce the risk of type 2 diabetes

Current from: May 2010

The Australian Type 2 Diabetes Risk Assessment Tool (AUSDRISK)

- Your age group**

Under 35 years	<input type="checkbox"/>	0 points
35 – 44 years	<input type="checkbox"/>	2 points
45 – 54 years	<input type="checkbox"/>	4 points
55 – 64 years	<input type="checkbox"/>	6 points
65 years or over	<input type="checkbox"/>	8 points
- Your gender**

Female	<input type="checkbox"/>	0 points
Male	<input type="checkbox"/>	3 points
- Your ethnicity/country of birth:**
 - Are you of Aboriginal, Torres Strait Islander, Pacific Islander or Maori descent?**

No	<input type="checkbox"/>	0 points
Yes	<input type="checkbox"/>	2 points
 - Where were you born?**

Australia	<input type="checkbox"/>	0 points
Asia (including the Indian sub-continent), Middle East, North Africa, Southern Europe	<input type="checkbox"/>	2 points
Other	<input type="checkbox"/>	0 points
- Have either of your parents, or any of your brothers or sisters been diagnosed with diabetes (type 1 or type 2)?**

No	<input type="checkbox"/>	0 points
Yes	<input type="checkbox"/>	3 points
- Have you ever been found to have high blood glucose (sugar) (for example, in a health examination, during an illness, during pregnancy)?**

No	<input type="checkbox"/>	0 points
Yes	<input type="checkbox"/>	6 points
- Are you currently taking medication for high blood pressure?**

No	<input type="checkbox"/>	0 points
Yes	<input type="checkbox"/>	2 points
- Do you currently smoke cigarettes or any other tobacco products on a daily basis?**

No	<input type="checkbox"/>	0 points
Yes	<input type="checkbox"/>	2 points
- How often do you eat vegetables or fruit?**

Every day	<input type="checkbox"/>	0 points
Not every day	<input type="checkbox"/>	1 point
- On average, would you say you do at least 2.5 hours of physical activity per week (for example, 30 minutes a day on 5 or more days a week)?**

Yes	<input type="checkbox"/>	0 points
No	<input type="checkbox"/>	2 points
- Your waist measurement taken below the ribs (usually at the level of the navel, and while standing)**

Waist measurement (cm)

For those of Asian or Aboriginal or Torres Strait Islander descent:

Men	Women	
Less than 90 cm	Less than 80 cm	<input type="checkbox"/> 0 points
90 – 100 cm	80 – 90 cm	<input type="checkbox"/> 4 points
More than 100 cm	More than 90 cm	<input type="checkbox"/> 7 points

For all others:

Men	Women	
Less than 102 cm	Less than 88 cm	<input type="checkbox"/> 0 points
102 – 110 cm	88 – 100 cm	<input type="checkbox"/> 4 points
More than 110 cm	More than 100 cm	<input type="checkbox"/> 7 points

Add up your points

Your risk of developing type 2 diabetes within 5 years*:

<input type="checkbox"/> 5 or less: Low risk Approximately one person in every 100 will develop diabetes.
<input type="checkbox"/> 6-11: Intermediate risk For scores of 6-8, approximately one person in every 50 will develop diabetes. For scores of 9-11, approximately one person in every 30 will develop diabetes.
<input type="checkbox"/> 12 or more: High risk For scores of 12-15, approximately one person in every 14 will develop diabetes. For scores of 16-19, approximately one person in every 7 will develop diabetes. For scores of 20 and above, approximately one person in every 3 will develop diabetes.

*The overall score may overestimate the risk of diabetes in those aged less than 25 years.

If you scored 6-11 points in the AUSDRISK you may be at increased risk of type 2 diabetes. Discuss your score and your individual risk with your doctor. Improving your lifestyle may help reduce your risk of developing type 2 diabetes.

If you scored 12 points or more in the AUSDRISK you may have undiagnosed type 2 diabetes or be at high risk of developing the disease. See your doctor about having a fasting blood glucose test. Act now to prevent type 2 diabetes.

<https://static.diabetesaustralia.com.au/s/file/assets/diabetes-australia/6d252140-1ff0-47b2-a83f-3cc3db348131.pdf>

The RACGP Family History Screening Questionnaire

Appendix 2A. Family history screening questionnaire

The use of a simple family history screening questionnaire (FHSQ) can help identify individuals who may require a more detailed assessment of their family history of cancer, heart disease or diabetes.¹

This tool can be used as part of the patient's assessment at their first visit to a practice. If patients are uncertain about their family history, they can be asked to discuss the FHSQ with their relatives prior to completing the questionnaire. For patients with low literacy, the FHSQ may need to be completed with the support of a healthcare professional.

A positive response to any question requires follow-up with a more detailed assessment of the family history. As family history can change it is recommended that the FHSQ be repeated at least every three years.

This risk assessment focuses on your close relatives including parents, children, brothers and sisters who are either living or dead.	Yes	No
Have any of your close relatives had heart disease before 60 years of age? 'Heart disease' includes cardiovascular disease, heart attack, angina and bypass surgery.		
Have any of your close relatives had diabetes? 'Diabetes' is also known as type 2 diabetes or non-insulin dependent diabetes.		
Do you have any close relatives who had melanoma?		
Have any of your close relatives had bowel cancer before 55 years of age?		
Do you have more than one relative on the same side of the family who had bowel cancer at any age? Please think about your parents, children, brothers, sisters, grandparents, aunts, uncles, nieces, nephews and grandchildren.*		
Have any of your close male relatives had prostate cancer before 60 years of age?		
Have any of your close female relatives had ovarian cancer?		
Have any of your close relatives had breast cancer before 50 years of age?		

<https://www.racgp.org.au/download/Documents/Guidelines/Redbook9/Appendix-2A-Family-history-screening-questionnaire.pdf>

During the Flu Clinic Consult

- Flu shot provided by practice nurse
- GP reviews pre-filled AUDRISK & Family History documents
- GP orders pathology and discusses opportunity for Health Assessment as indicated
- GP advises patient advises to make appointment for **one** of these Health Assessments:
 - 40/49 Diabetes Risk (701-707) or
 - 45/49 Health Assessment (701-707) or
 - Heart Health Assessment (699)



After flu shot & consultation

- Reception will then book patient in for appointment for appropriate health assessment (as advised by the GP) ASAP
- They will advise patients on where to attend and complete required pathology in preparation for the booked health assessment
- Then, complete Health Assessments as per your usual practice process

Health Assessment Workflow

Age	Health Assessment	MBS Item Number	Description	Income	Additional Care to Consider
40	Type II Diabetes Risk Evaluation	701 - 707	3 times in the 10 years - 40/49 yr age group	\$59.35 - \$268.80	
43	Type II Diabetes Risk Evaluation	701 - 707	3 times in the 10 years - 40/49 yr age group	\$59.35 - \$268.80	
45	Heart Health Assessment	699	20 Min+ Used for Calculating the risk not ordering the bloods	\$73.95	ECG - 11700 or ABI 11610. Can be done with
46	Type II Diabetes Risk Evaluation	701 - 707	3 times in the 10 years - 40/49 yr age group	\$59.35 - \$268.80	
47	Heart Health Assessment	699	20 Min+ Used for Calculating the risk not ordering the bloods	\$73.95	ECG - 11700 or ABI 11610. Can be done with GPMP/TCA (excluding CVD diagnosis)
48	Heart Health Assessment	699	20 Min+ Used for Calculating the risk not ordering the bloods	\$73.95	
49	45 - 49 year old Health Check	701 - 707	Where clinical judgement of medical practitioner and identification of a specific risk factor is at risk of	\$59.35 - \$268.80	Health assessments at this stage of life may help patients make
50 - 74	Heart Health Assessment - Annual	699	20 Min+ Used for Calculating the risk not ordering the bloods	\$73.95	ECG - 11700 ABI 11610 Can be done with GPMP/TCA for Chronic

* Only one health assessment of any type per year per patient

If you have heart disease, you are more vulnerable to severe COVID-19 complications.

It may also worsen existing heart conditions. In addition to good hygiene and social distancing, we advise that you;

- **Maintain your current treatment and medication plan.**
If needed, you can now contact your doctor remotely, and have your medicines delivered to your home.
- **Get the flu vaccine.**
- **Stay physically active and eat healthily.**

Medical emergencies still require urgent care, so make sure you seek medical help if the symptoms of your heart condition become severe or worsen quickly.

Professor Garry Jennings AO
Cardiologist & Chief Medical Advisor
Heart Foundation



The Heart Foundation is here to support you –
for more information visit [heartfoundation.org.au](https://www.heartfoundation.org.au)
or call our **Helpline** on **13 11 12**.



Waiting room posters can be effective to grab patient's attention on a variety of health topics that may be relevant to them.

This example is from the Heart Foundations COVID –19 education campaign.

<https://www.heartfoundation.org.au/>

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Goals to achieve during the Health Assessment Consultation

- The Health Assessment
- Update all Reminders & Recalls for the patient including age appropriate Screening –
 - Breast screening
 - Bowel Screening &
 - Cervical Screening
- Re-enforce the expectation that patients have an annual opportunity for comprehensive health check annually via the Health Assessment model & seek the patient's agreement for this annual visit.
- This could then always be recalled during the yearly flu season to ensure the patient is immunised at the same time. This would be great engagement & fantastic preventative health for the patient as they age

Clinic Day Example

- 5 x 699
 - 4 x 703
 - 1 x 705
- = 2 hrs/day

This leaves 6 hours for
other face to face
& Telehealth

Time	Dr Frederick Findacure 17/04/2020	Ms. Nadine Nurse 17/04/2020
8:25 am		
8:30 am		Alan Abbott - Heart HA (699)
8:35 am		
8:40 am	Alan Abbott - Heart HA (699)	Madeline Abbott - Heart HA (699)
8:45 am		
8:50 am	Madeline Abbott - Heart HA (699)	Frances Barrett - Heart HA (699)
8:55 am		
9:00 am	Frances Barrett - Heart HA (699)	Kathleen Costello - Heart HA (699)
9:05 am		
9:10 am	Kathleen Costello - Heart HA (699)	Christina Zimmerman - Heart HA (699)
9:15 am		
9:20 am	Christina Zimmerman - Heart HA (699)	Oliver Trent - 40/49 Diab HA
9:25 am		
9:30 am	Oliver Trent - 40/49 Diab HA	Sam Grey - 45/49 Yr HA
9:35 am		
9:40 am	Sam Grey - 45/49 Yr HA	Catherine Jones - 45/49 Yr HA
9:45 am		
9:50 am	Catherine Jones - 45/49 Yr HA	Desmond Jones - 45/49 Yr HA
9:55 am		
10:00 am	Desmond Jones - 45/49 Yr HA	Betty Test - 45/49 Yr HA
10:05 am		
10:10 am	Betty Test - 45/49 Yr HA	
10:15 am		
10:20 am		Unavailable
10:25 am		Unavailable
10:30 am	Unavailable	
10:35 am	Unavailable	
10:40 am		
10:45 am		
10:50 am		
10:55 am		

Potential Income

NURSE CONTRIBUTION TO PRACTICE INCOME WEEK ONE:							
	Nurses						
ITEM NUMBER	(NAME)	(NAME)	(NAME)	(NAME)	COUNT	VALUE	TOTAL
HA 701					0	\$60.30	\$0.00
HA 703	4				4	\$140.20	\$560.80
HA 705	1				1	\$193.35	\$193.35
HA 707					0	\$273.10	\$0.00
HA 699	5				5	\$73.95	\$369.75
TOTAL	10	0	0	0	10		\$1,123.90

Questions?



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References and resources

<https://www.racgp.org.au/download/Documents/Guidelines/Redbook9/Appendix-2A-Family-history-screening-questionnaire.pdf>

<https://www.diabetesaustralia.com.au/are-you-at-risk-type-2>

<https://static.diabetesaustralia.com.au/s/fileassets/diabetes-australia/6d252140-1ff0-47b2-a83f-3cc3db348131.pdf>

<https://www.heartfoundation.org.au/>

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