



# Community Pharmacy in Health Care Homes Trial Program

August 2018

## Importance of improved access to pharmaceutical services for patients with chronic and complex conditions

People with complex and chronic conditions often require a number of different medications to manage their conditions. Pharmacy plays a critical role in ensuring that these medicines work together safely and effectively and that patients understand the medicines' use. The *Community Pharmacy in Health Care Homes Trial Program* helps support patients participating the Health Care Homes trial by offering them a range of patient-centred, coordinated medication management services tailored to their needs, delivered by their pharmacy of choice.

Pharmacists are well placed to deliver medication management and medication adherence services and advice. The introduction of the *Community Pharmacy in Health Care Homes Trial Program* will further support their integration within a Health Care Homes patient's care team.

The *Community Pharmacy in Health Care Homes Trial Program* is funded by the Australian Government under the Sixth Community Pharmacy Agreement (6CPA) and is being implemented with the support of the Pharmacy Guild of Australia (the Guild) and the Pharmaceutical Society of Australia (PSA).

## Funding under the initiative

The Australian Government is providing \$30 million to support the *Community Pharmacy in Health Care Homes Trial Program*.

When enrolled into the Health Care Homes trial, patients are assessed for eligibility and placed into one of three risk tiers. These tiers reflect the level of complexity and care a patient is expected to require and determines the level of payment a Health Care Home receives for their care.

Consistent with the Health Care Home model, pharmacies participating in the *Community Pharmacy in Health Care Homes Trial Program* will receive payment for medication management services that they deliver based on that patient's risk tier. The total value of these payments by tier are as follows:

Patient Tier	Payment (maximum)
Tier 3 (highest need/most complex patient)	\$1,642.75
Tier 2	\$1,372.75
Tier 1	\$418.75



Payments are provided to pharmacies in four instalments; one instalment following completion of the patient's initial consultation and three subsequent instalments following the patient's follow-up appointments. Pharmacies cannot charge patients any additional costs for services delivered under this Trial Program, with the exception of the provision of Dose Administration Aids for patients in Tier 2 and Tier 3.

### Services offered under the Community Pharmacy in Health Care Homes Trial Program

Pharmacists can only deliver effective medication management and support when they are aware of all of the medications a patient is taking and their long-term health conditions. Like the broader Health Care Homes trial, the *Community Pharmacy in Health Care Homes Trial Program* requires Health Care Homes' patients to enrol with a pharmacy of their choice in order to receive *Community Pharmacy in Health Care Homes Trial Program* services.

Once enrolled, the pharmacist and patient can work together to deliver a range of medication management services to help achieve the health care goals set out in the patient's Shared Care Plan, including:

- a medicines reconciliation with a focus on education and helping patients to better manage their medicines;
- the development of a Medication Management Plan (MMP), undertaken in collaboration with the patient and carer, Health Care Home and pharmacist. This will form part of the patient's Shared Care Plan;
- regular follow-up reviews with the patient (in consultation with the Health Care Home), to maximise continuity of care, ensure that the patient's medication goals are achieved and to improve chronic disease management. All patient tiers will receive three follow-up reviews over the remaining trial period; and
- a 'supporting services' flexible category for Tier 2 and Tier 3 patients, allowing pharmacists to deliver a range of additional medication adherence and medication management services based on the unique needs of the patient. Services may include:
  - a Dose Administration Aid (weekly);
  - blood glucose monitoring;
  - blood pressure monitoring; and
  - development of an asthma management plan.

The Pharmacy and the Health Care Homes' care team will work collaboratively to deliver the MMP, ensuring that the patient's medication goals are achieved and patients are supported through new change management and lifestyle approaches that could improve their ongoing care.



### Who can access these services?

The Health Care Home will initially identify if their patient/s would benefit from these medication support services and will then refer relevant patients to their pharmacy of choice. These services will be delivered by the pharmacy in close collaboration with the patient and their Health Care Home, in support of the patients' Shared Care Plan. To participate in the program, patients must sign a consent form provided by the pharmacist at the time of enrolment.

### Support for pharmacies participating in the Community Pharmacy in Health Care Homes Trial Program

Pharmacies participating in the *Community Pharmacy in Health Care Homes Trial Program* will have access to training developed jointly by the PSA and Guild to help them maximise the benefits of the Health Care Home model. The self-directed training process will aim to prepare pharmacies for the requirements of the *Community Pharmacy in Health Care Homes Trial Program*, improve communication and collaboration with Health Care Homes and provide techniques and strategies for increasing patient's capacity to use their medicines safely and effectively.

Access to this training package will initially be targeted to pharmacies in Health Care Home catchment areas that are most likely to participate in the program.

### Support for Primary Health Networks (PHNs) and Health Care Homes

In acknowledging the vital role that PHNs have in supporting the effective implementation of Health Care Homes, a portion of the funding allocated to the *Community Pharmacy in Health Care Homes Trial Program* has been made available for the Guild and PSA to jointly deliver an education workshop series in each of the ten participating PHN regions. These workshops will provide the PHN, Health Care Home multi-disciplinary team and local pharmacists the opportunity to gain further insight into this new initiative and their role. These workshops are anticipated to be held from September 2018 onwards.

### About Health Care Homes

The Health Care Homes stage one trial has commenced in ten regions around Australia. A Health Care Home is an existing general practice or Aboriginal Community Controlled Health Service that will provide a 'home base' for the management of an eligible patient's chronic conditions and delivers coordinated, team-based care around the needs and goals of the patient.

The Health Care Home will facilitate a partnership between the patient, their families and carers, their treating general practitioner and the extended health care team, allowing for better-targeted and effective coordination of clinical resources to meet patient needs.

The stage one trial commenced on 1 October 2017 and will conclude on 30 November 2019.



More information is available on the [Health Care Homes](#) for health professionals' page.

### Further information

The Guild and the PSA will publish further information in the coming months for pharmacists wishing to participate in the *Community Pharmacy in Health Care Homes Trial Program*. In the meantime, if you have any questions please contact the Department at [healthcarehomes@health.gov.au](mailto:healthcarehomes@health.gov.au)

## Frequently Asked Questions

### Can Health Care Home patients access this program from any pharmacist?

Health Care Home patients can choose to see any pharmacist that offers the *Community Pharmacy in Health Care Homes Trial Program* services. To invite a pharmacy to participate, patients should identify their preferred pharmacy when developing their Shared Care Plan. This will not only ensure that the pharmacy receives a referral allowing them to participate in the program, but that it also receives a copy of the shared care plan to provide them a clearer understanding of their patient's health care needs.

### Does a patient have to be enrolled in the Health Care Homes program to access the Community Pharmacy in Health Care Homes Trial Program?

Yes.

### Do patients have to pay extra to access the Community Pharmacy in Health Care Homes Trial Program?

No, patients will not be charged for services provided under the *Community Pharmacy in Health Care Homes Trial Program*, with the exception of the provision of Dose Administration Aids. Pharmacies may apply an additional charge for a Dose Administration Aid service at their own discretion.

In addition, the costs of any medicines prescribed by the patients' Health Care Home will be in accordance with their entitlement under the Pharmaceutical Benefits Scheme. This means, they may have to pay the relevant patient co-payment amount or other charges.



### Can a patient participate in both a Home Medicine Review (HMR) service and the Community Pharmacy in Health Care Homes Trial Program?

Whilst receiving one of these services will not exclude a patient from receiving the other, it is unlikely that both a HMR service and the services offered under the *Community Pharmacy in Health Care Homes Trial Program* would be clinically necessary for most patients. Both services include a comprehensive clinical review of a patient's medicines by the pharmacist and provide the patient with appropriate information to better facilitate medication adherence and medication management. Both services also facilitate cooperative working relationships between members of the health care team to improve patient health and wellbeing.

However, in the event that a general practitioner believes that it is clinically appropriate for a Health Care Homes patient to receive services under the *Community Pharmacy in Health Care Homes Trial Program* in circumstances where a HMR has been conducted previously (i.e. there has been significant medication changes or the patient's condition has substantially changed since they received the HMR), then the patient is not excluded from participating in the *Community Pharmacy in Health Care Homes Trial Program*. The results of the HMR, however, must be shared with the patient's nominated pharmacist who will conduct the *Community Pharmacy in Health Care Homes Trial Program* services, so that this information can be considered during the medication reconciliation process and inform the development of the MMP under the *Community Pharmacy in Health Care Homes Trial Program*.

Alternatively, if a patient is already receiving services under the *Community Pharmacy in Health Care Homes Trial Program*, and as these services are being offered over a series of four sessions with ongoing assessment of the patient's medicines, it is unlikely that a HMR would be clinically necessary in this instance.

### Do pharmacists need to undertake training to participate in the program?

Training is recommended for pharmacists participating in the trial but is not mandatory.