

COMMUNITY PHARMACY IN HEALTH CARE HOMES TRIAL PROGRAM

What you need to know

1. What are Health Care Homes?

A 'Health Care Home' is a general practice or Aboriginal Community Controlled Health Service (ACCHS) providing coordinated and flexible care for patients with chronic and complex conditions. Health Care Homes offer coordinated, integrated care that is tailored to patient needs by acting as a 'hub' for patient information and assisting with coordinating broader care with other health professionals.

Whilst this type of care is likely to benefit many patients with chronic conditions it is only available at 'Health Care Homes Practices'. You can check if a practice near you is a Health Care Home by visiting <http://www.health.gov.au/internet/main/publishing.nsf/Content/health-care-homes>

2. What is the Community Pharmacy in Health Care Homes Trial Program?

The Community Pharmacy in Health Care Homes Trial Program is an initiative funded under the 6CPA to support the incorporation of medication management programs within Health Care Homes.

Pharmacies involved in the Trial Program will work in conjunction with the Health Care Home team by delivering patient-centred, coordinated medication management services. This includes a reconciliation of their medications and development of a collaborative Medication Management Plan, supported by three follow-up reviews by the community pharmacy to maximise continuity of care.

Community pharmacy and the Health Care Home team will work together to deliver the Medication Management Plan and ensure the patient's goals are achieved. Further bundled services may be offered based on patient need.

3. How are patients identified and enrolled?

General Practices and ACCHS that are participating in the Health Care Homes trial identify and enrol patients into a Health Care Home through the use of a risk stratification tool (RST).

The RST includes a predictive risk model that scans the practice's electronic patient records to determine patients' eligibility by examining more than 50 variables and interactions, including patient demographics, diagnoses, medical observations, medications and lifestyle.

4. What is a Patient Shared Care Plan Invitation?

Once a patient has been identified through the RTS and enrolled in the Health Care Homes Trial by the Practice or ACCHS a tailored electronic **Shared Care Plan (SCP)** is developed for the patient.

This SCP identifies the local providers best able to meet each patient's needs (including community pharmacy), coordinate care with these providers, and includes strategies to help each patient manage their conditions and improve their quality of life.

There are several different software providers approved by the **Medical Industry Software Association (MSIA)** that a Practice or ACCHS could be using so the email invitation to participate in a patient's SCP may come from a number of different sources.

Pharmacies are advised to brief relevant staff and to check emails regularly (including junk mail folders) for an invitation from the Practice or ACCHS to participate in a patient SCP.

4. Why should I be involved?

The Community Pharmacy in Health Care Homes Trial Program offers an opportunity to work closely with the Health Care Home Practice or ACCHS within a shared care model. This model of care has been shown to benefit patients.

These are remunerated programs through the 6CPA.

Additional information and Support

Additional information and resources are available through the on line training modules, via the 6CPA website or for support please call the 6CPA helpline on 1300 555 262 or email healthcarehomes@6cpa.com.au

PHARMACY CHECKLIST

Preparing your pharmacy for the Community Pharmacy in Health Care Homes Trial

When a patient enrolled in Health Care Homes nominates your community pharmacy as their preferred pharmacy, you will be invited by the Health Care Home to become involved through the Practice/ACCHS preferred Shared Care Plan software.

Whilst a pharmacy cannot identify and initiate the Community Pharmacy in Health Care Homes Trial there are some steps your pharmacy can take to be proactive and prepared.

REGISTRATION

Register your pharmacy for the Health Care Homes in Community Pharmacy Trial

- Registration form available from the 6CPA website:
<https://pharmguild.wufoo.com/forms/z177xdqn1tqr039/>
- Ensure your pharmacy meets the requirements for the program (outlined in the registration form) refer to program rules for further information:
http://6cpa.com.au/wp-content/uploads/6CPA_CommunityPharmacyinHeathCareHomes-Program-Rules_Aug2018.pdf

Register your pharmacy for My Health Record

- Review the fact sheet for registration details:
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/community-pharmacy>

PREPARATION

Trial Delivery and Claiming Software

- All pharmacies registered for the Trial Program will have access to the Trial delivery and claiming software provided by GuildLink
- GuildCare NG subscribers will automatically have access to the Trial software - non-subscriber pharmacies may take a little longer.
- Pharmacies that have received a patient Shared Care Plan invitation will be prioritised as critical, please call the 6CPA helpline on **1300 555 262** or email healthcarehomes@6cpa.com.au.

Review Program Reference Guides

- High level Program workflow:
http://6cpa.com.au/wp-content/uploads/HCH-Trial_High-level-operation-workflow-diagram.pdf
- Program Rules:
http://6cpa.com.au/wp-content/uploads/6CPA_CommunityPharmacyinHeathCareHomes-Program-Rules_Aug2018.pdf
- Program Guidelines:
<http://6cpa.com.au/wp-content/uploads/Trial-Program-Guidelines.pdf>

On Line Training

- 10 ELearning training modules and a recorded training workshop have been collaboratively developed by Guild Learning and Development and the Pharmaceutical Society of Australia (PSA) to support community pharmacies participation in the Trial.
- This training is available at no cost to all community pharmacists and staff and can be accessed via both Guild ED and PSA training portals:
 - Guild Learning and Development -
<https://guilded.guild.org.au/>
 - Pharmaceutical Society of Australia -
<https://my.psa.org.au/s/article/Health-Care-Homes-Trial-Program>

COMMUNICATION

- Educate your pharmacy team** about the program and ensure that you regularly check the pharmacy's emails (including junk mail folder) for Shared Care Plan invitations

- Contact the nearest Health Care Homes Trial General Practice or ACCHS**
 - Be proactive and contact the nearest Health Care Homes Trial Practice or ACCHS and introduce yourself – the full list is available at:
<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-care-homes-professional>
 - Ask for the person responsible for coordinating the Health Care Homes Trial for the Practice/ACCHS (This can be the HCH Care Coordinator, Practice Manager or Practice Nurse)
 - They may not be aware of the Community Pharmacy in Health Care Homes trial so provide them with a copy of the high level workflow document to help them understand the process
http://6cpa.com.au/wp-content/uploads/HCH-Trial_High-level-operation-workflow-diagram.pdf
 - Emphasise the patient benefits of the trial and the consultation process linked to the services available for their Tier 2 and Tier 3 patients (refer to sections 4.4 and 4.5 of the Program Rules).
 - Provide the Practice/ACCHS with your pharmacy's preferred contact person and email address
 - Confirm that you are ready and available to provide the Community Pharmacy in Health Care Homes Trial to their patients now.

- Contact the Shared Care Plan Software Vendors**
 - Currently only 2 of the approved software vendors are being used by Practices/ACCHS to manage the Health Care Home patient Shared Care Plans.
 - You can contact both of these vendors and make sure they have your correct contact details on file (email/contact person/number)
 - cdm.NET/Precedence 1300 236 638
<http://healthcarehome.net.au/>
 - Linked EHR/Ocean 1300 133 150
<http://oceanhealthsystems.com/products/linkedeahr>

IMPLEMENTATION

If your pharmacy receives a patient Shared Care Plan invitation:

- Follow the instructions outlined in the email invitation which will include registering your pharmacy to enable access to the patient's Shared Care Plan**

- Familiarise yourself with the patient's plan.**

- Contact the Practice/ACCHS**
 - If not already known, request the contact details of the Health Care Homes coordinator
 - Confirm that you have received the invitation and that you will be contacting the patient to arrange a time for their first consultation.

- Contact the patient**
 - Explain the process and book them in for the initial consultation.
 - If it has not already been installed, allow approximately 14 days to enable enough time for the GuildCare delivery claiming platform to be loaded onto your pharmacy system.
 - Allocate approximately 40-45 minutes for this first consultation.

- Reconnect with the Practice/ACCHS and confirm that the appointments have been scheduled (this can also be confirmed on the patient's Shared Care Plan)**