

# 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 on the Health Care Homes page of the **6CPA website** or for support please call the 6CPA helpline on 1300 555 262 or email [healthcarehomes@6cpa.com.au](mailto: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
- Ensure your pharmacy meets the requirements for the program (outlined in the registration form) – refer to **Program Rules** for further information

### PREPARATION

#### Understanding the Trial

- For a quick snap shot to understand the trial you can start with these videos which provide a high level overview of the Health Care Homes Trial Program and the Community Pharmacy in Health Care Homes Trial Program:
  - **General Practice and Aboriginal Community Controlled Health Services Health Care Homes Trial**
  - **Community Pharmacy in Health Care Homes**

#### 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**.
- A video tutorial on **how to set up and record a Community Pharmacy in Health Care Homes Trial service** on the GuildCare NG platform

#### Review Program Reference Guides

- **Quick Process Guide** providing some operational efficiencies which will walk you through in steps the delivery of the trial to your patients
- **High level Program workflow**
- **Program Rules**
- **Program Guidelines**

#### 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**.

## BEING PROACTIVE

### 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).
- Be prepared that the Health Care Home Practice or ACCHS may not be aware of the Community Pharmacy in Health Care Homes Trial so you may need to provide some detail about the service and its benefits to their Health Care Home patients .

There is a range of support material available on the Health Care Homes section of the 6CPA website to assist your pharmacy when engaging with a Health Care Homes Practice or ACCHS.

Support material including HCH Practice/ACCHS flyers, talking points, patient hand outs and sample letters are all available in the [resources section on the website](#).

- 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 pharmacies 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.

## 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 patients 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)
- Quick Process Guide**
  - A **Quick Process Guide** providing some operational efficiencies which will walk you through in steps the delivery of the trial to your patients

### Having technical issues?

If you are having any trouble with any of the links provided please go directly to the Community Pharmacy in Health Care Homes page on the 6CPA website where all of the original links can be directly accessed.