Activity 3 – Patient identification and management

Activity 3A Engage your practice team - Inform them about MyMedicare and the changes to Chronic conditions management.	
Explore and document team roles and responsibilities related to MyMedicare and Chronic Conditions Management. Resources proposing some team roles ideas and a blank template to help you get started (See Appendix 1 & 2)	• Post an update in the practice staff room • Send an email to the practice team with the critical information • Explore roles and responsibilities with the practice team in a meeting or quick lunchtime discussions • Document agreed roles and responsibilities and communicate this with your team • Discuss and document how each team member will incorporate their responsibilities into their workday and work week • Schedule a time to review your documented roles and responsibilities i. *Check in with your practice team 4 weeks after publishing these for a quick reflection and to maintain momentum as people adapt to their new responsibilities* ii. *Review team roles and responsibilities at 3 months and make any changes or improvements based on lessons learned*
Activity 3B: Explore the benefits of MyMedicare	
Talking points for your practice for MyMedicare.	If you plan to discuss these in an open forum with your team, you may want to share these in advance, and pose some general questions such as: • What could be some of the benefits of MyMedicare participation for: ○ General practices and healthcare providers ○ Patients • What does/could MyMedicare mean for our practice and patients? • How does a stronger relationship with patients fit with our practice business plan and strategy? Example script:*"At our practice, our goal is to provide high-quality, patient-centred care. A key part of our business strategy is building **stronger relationships with our patients**, which benefits both our patients and the long-term success of the practice."* Example script*; "When patients feel connected to their GP and practice team, they are more likely to attend regular check-ups, follow treatment plans, and engage in preventive care. This leads to better long-term health outcomes."*

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Activity 3C: Explore Chronic Conditions Management Changes	
A summary of CCM changes can be found here	You may want to have a team discussion and pose some open questions such as: • How are these changes similar or different to current CDM care? • Are our practice nurses or Aboriginal and Torres Strait Islander health practitioners confident in care planning or is there more training or development we wish to plan for? • What is our ratio of care plans to care plan reviews at the moment? What changes would we need to make to conduct more regular reviews? • More considerations for planning are included in CCM Activity 2 More information is available at these links *i.* *Chronic Conditions Management (CCM) MBS item changes* *ii.* *MBS Review Taskforce*.

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Appendix 1

Practice Roles and Responsibilities for MyMedicare and Chronic Conditions Management

An example of potential roles and responsibilities for team members is included below. You can use this as a starting point for discussion or use the blank template below to openly seek contributions from your practice team.

Practice Team Member	Chronic Conditions Management (CCM) Role and Responsibilities	MyMedicare Role and Responsibilities

Practice Manager	• Business planning with the practice principal to establish preferred CCM model of care and billing practices
	• Work with the practice team and practice principal to determine roles and responsibilities for the practice team to support comprehensive CCM for patients
	• Engage and communicate with the practice team to coordinate teamwork for CCM
	• Document policy and procedures to describe how the practice supports proactive care for CCM
	• Maintain up-to-date patient registers of patients with a Chronic Condition
	• Undertake audits of practice records to identify eligible patients due for CCM plans or reviews, investigations, immunisations or screening
	• Establish and oversee recall/reminder systems
	• Support GPs with the flow of information in relation to CCM
	• Support/manage reception staff responsibilities
		• Business planning with the practice principal to establish preferred model of care and billing practices for MyMedicare registered patients
		• Work with the practice team and practice principal to determine roles and responsibilities for the practice team for MyMedicare registered patients
		• Document policy and procedures to describe how the practice engages MyMedicare registered patients including:
		  • MyMedicare practice, provider and patient registration processes
		  • Organisation Register, site record and program registration is complete, including up to date RACGP Accreditation/Exemption details/certificate number and renewal period added.
		  • Access to timely care and appointment availability,
		  • Bulk billing incentives and telehealth access,

	• Manage succession planning • Monitor progress against CCM QI improvement measures	• Communication to maintain engagement and about changes or practice news, • Regular attendance to support ongoing comprehensive and proactive care, • Allocations of patients to GP's aligned to GP capacity, work schedule, interests and preferences • Develop communication material for patients about the benefits of MyMedicare Registration with the General Practice • Engage the practice team to communicate and plan for changes related to MyMedicare requirements (e.g. new practice incentives or MBS items associated with MyMedicare) Manage succession planning and staff changes that impact MyMedicare patients
Practice Principal	• Work with the practice team and practice manager to determine clear roles and responsibilities or the practice team to support comprehensive chronic conditions management for patients • Business planning with the practice manager to establish preferred CCM model of care and billing practices	• Determine participation in MyMedicare and associated measures in PROD/HPOS • Engage with General Practitioners at the practice to explore target numbers of MyMedicare patients for each GP based on their interest areas, work schedule and preferences • Determine if practice will automatically accept MyMedicare patient registrations

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Practice Nurse, Aboriginal and Torres Strait Islander Health Practitioner	• Work with reception staff to promote Chronic Conditions Management • Respond to recall/reminder systems and engage in opportunistic discussions to encourage participation with eligible patients • Workup, document and contribute to Chronic Conditions Management Plans and Review documentation and discussion with patients • Clearly document timelines, actions, investigations, goals and areas of focus for care in preparation for the next CCM review and confirm and communicate these with the patient and care team • Perform immunisations (as clinically required/requested by the GP) Perform data measures on patients including height, weight, BMI, blood pressure, smoking or alcohol status	• Develop and implement quality Improvement activities for MyMedicare Registered patients including: • Routine Health Care Checks/screening for population cohorts, prevention, disease risk • Immunisation planning for MyMedicare Registered patients
Responsible/Preferred MyMedicare General Practitioner	• Respond to recall/reminder systems and engage in opportunistic discussions to encourage CCM participation with eligible patients • Perform a clinical review on each patient • Arrange any relevant tests or investigations • Determine frequency of CCM Review appointments for patients based on clinical need • Clearly document timelines, actions, investigations, goals and areas of focus for care in preparation for the next CCM review and confirm and communicate these with the patient and care team	• Appointment/diary planning with practice manager to improve access for MyMedicare registered patients. • Developing enduring care relationship with MyMedicare patients. Discussing and documenting shared expectations for ongoing care, patient life goals and health outcomes. • Identifying and participating in Quality Improvement clinical audit for MyMedicare registered patients

	• Support eligible patients to participate in screening or vaccinations, including addressing potential barriers (e.g. fear, embarrassment, lack of knowledge, access etc) • Perform measurements, screening, immunisations and/or work with Practice Nurses to do so • Maintain RACGP Standards for General Practice - Criterion GP2.2 - Follow up systems	
Reception Team	• Order and maintain supplies of resources • Display brochures, flyers and posters • Schedule review appointments for CCM patients based on practice procedures and clinical recommendations of GP and Nurses • Respond to recall/reminders opportunistically when a patient phones for an appointment and/or by handing relevant resources to patients in the waiting area • Send GP signed recall/reminder letters (and/or text messages and phone calls) to eligible (or soon to be eligible) patients to encourage participation • Provide resources and support information in alternative languages as needed. • Manage review appointment cancellations, notifying care team to seek guidance and rescheduling appointments to ensure regular care delivery	• Engage patients to encourage registration for MyMedicare and describe benefits • Enter completed MyMedicare paper registration forms into HPOS/PRODA • Check Patient Registration status for MyMedicare in advance of CCM appointments to ensure eligibility for CCM MBS items • Monitor PRODA/HPOS for MyMedicare system notifications for patients de-registering for MyMedicare from your practice, and take any actions to inform the team or contact the patient to check in • Monitor Practice email correspondence to ensure and notifications of expiring RACGP accreditation/exemption is updated to continue MyMedicare program eligibility.

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Appendix 2

Team roles template for general practices

Practice Team Member	Chronic Conditions Management (CCM) Role and Responsibilities	MyMedicare Role and Responsibilities
Practice Manager	•	•
Practice Principal	•	•
Practice Nurse, Aboriginal and Torres Strait Islander Health Practitioner	•	•
Responsible/Preferred MyMedicare General Practitioner	•	•
Reception Team	•	•