

Expression of Interest

Right Care = Better Health

Do you have patients with complex and chronic needs who would benefit from additional support in accessing and navigating our healthcare system?

EMPHN is seeking to recruit 10 general practices to participate in the development and delivery of a new personalised model of care with a procured service provider, aimed at supporting patients with complex and chronic needs in the following identified areas:

- North - City of Whittlesea and City of Banyule
- East - Shire of Yarra Ranges and City of Knox

The service provider will develop, test and refine the model with participating General Practices to ensure its efficiency and effectiveness. Referred patients will receive personalised support from complex health Coordination and Linkage workers in finding, accessing and fulfilling complex care requirements through local services.

Commencing in July 2020, this 18 month initiative aims to lead health system reform through creating a Community of Practice to develop referral pathways and improve utilisation of the Right Care = Better Health service response.

Required Activities

General practices will:

- ensure their General Practitioner, Practice Nurse and Practice Manager are able to attend the Community of Practice meetings and workshops
- provide allocated time for the broader clinical team to identify and refer patients to the complex health Coordination and Linkage worker
- provide a consulting room, phone and computer access for a complex health Coordination and Linkage worker (frequency to be determined in consultation with the service provider)
- provide the worker with limited in clinic and remote access to clinical software. (To maintain privacy and confidentiality, access can be restricted and monitored as per practice policies)
- provide feedback and evaluation throughout to further improve the model of care and referral pathways

Eligibility Criteria

General practices must meet the following criteria:

- be located within the Eastern Melbourne PHN catchment
- be located in one of the identified areas
 - North: City of Whittlesea and City of Banyule
 - East: Shire of Yarra Ranges and City of Knox
- be accredited against the RACGP Standards for general practice
- have POLAR installed or agree to have it installed before commencement of the program on 1 July 2020
- be uploading to My Health Record or agree to have this enabled before commencement of the program on 1 July 2020
- have and nominate a GP, Practice Nurse and Practice Manager to lead the program and attend up to six Community of Practice workshops/meetings- dates to be confirmed.

What's in it for the practice?

Incentive payment upon meeting objectives, up to \$11,000

Access to a complex health Coordination and Linkage worker in your practice to work with your clinical team to help your patients navigate the healthcare system

Care navigation, community connection and further support for patients with complex and chronic needs

Greater understanding of local and community services for patients

Participation in the co-design of referral processes and workflows to improve outcomes for patients with complex and chronic needs

Practice support

EMPHN facilitators will provide at least three general practice support visits throughout the duration of the program and will be available as required to support the practice in data collection and program implementation.

Incentive payments

Participating general practices will receive payments up to a total value of \$11,000 (per practice) subject (but not limited to) the below deliverables:

- identification and referral of suitable patients to the complex health Coordination and Linkage worker
- participation in Community of Practice workshops and meetings
- referral of and successful use of the Right Care = Better Health model for identified patients
- successful integration of the complex health Coordination and Linkage worker into your practice team

How do I apply for participation in this program?

EMPHN will be releasing this expression of interest via an online system ([eProcure](#)). This system enables EMPHN to provide a transparent and accountable process in line with Commonwealth guidelines.

Registering is free, and easy to do, just follow these steps:

1. follow this [link](#)
2. complete the registration form
3. select register

You will then be able to complete the Expression of Interest.

A helpdesk is available to assist with questions related to eProcure. Please call 1800 377 628 or use the online chat service.

Applications open: 13 March 2020

Applications close: 12pm 30 April

Enquiries

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