

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000368

OUTCOME: 2 - Health Access and Support Services

Topic: Health Care Homes

Type of Question: Written Question on Notice

Senator: Watt, Murray

Question:

How will the Department work with practices to identify the 65,000 target patients? How will they be recruited, given enrolment is meant to be voluntary?

Answer:

The Department of Health will commission the development of a risk stratification tool that will be used by all Health Care Homes. The universal tool will consist of a two-step process:

- Practice level: identify potentially eligible patient cohort using a predictive risk model for unplanned hospitalisations.
- Patient level: in consultation with the patient, and relevant family members and carers where appropriate, assess the patient's individual needs and risk factors, confirming their eligibility and stratifying their care needs to one of three complexity tiers.

Participation in the Health Care Home program is voluntary, and patients must agree to participate and sign consent forms before an enrolment can take place.

The approach to patient recruitment will be tailored by participating general practices and Aboriginal Community Controlled Health Services. A training program and resources are being developed to assist Health Care Homes with patient recruitment. This will include sample scripts and letters that practices can customise for communication with potentially eligible patients, along with information about the Health Care Home model specifically for patients. In addition, the Department is continuing to work with relevant Primary Health Networks to identify where they may be able to assist with patient enrolment.