

# Prashiba Thavarajadeva

## Practice Manager

## Montague Farm Medical Centre





# **Systematic and Proactive Care for CHD & DM Patients**

Prashiba Thavarajadeva

Practice Manager

Montague Farm Medical Centre & Mawson Lakes Healthcare

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125000 patients  
- Median age 31  
- 30% aged 25-50  
Lower SES area

12 Doctors = 8 FTE  
3 nurses = 2.5 FTE  
5 Receptionists = 3 FTE  
Practice Manager

Physio  
Dietitian  
Podiatrist  
Audiologist  
Diabetes Educator  
Exercise Physiologist  
Mental Health Clinician  
Lifestyle Advisor  
Pathology

# Our 2 practices in a nutshell

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Before: OPPORTUNISTIC best practice care on presentation  
(220 patients in 2008 pre APCC)

- Inactivated:

Out of area, interstate postcodes	notes transferred elsewhere
not attended > 12 months	no Medicare (student/ visitor)
incorrect/ missing diagnoses	Deceased patients

- Clarified coding: Type I vs Type II DM vs Gestational DM
- Get doctors and nurses to code correctly

Needs to be:

- Recurrent, embedded in routine clinical work (Drs & nurses)
- Accuracy improves with time
- Maintained by receptionist (ex-RN) every 3-6 months

## Diabetes Register & CHD Recalls

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Now: SYSTEMATIC care

- Create a register
- Educate patients what constitutes comprehensive CHD & DM care
- Establish a 3 monthly and annual routine
- Encourage the routine- non compliant patients and when motivation wanes
- Patient maintenance of routine - create intrinsic motivation

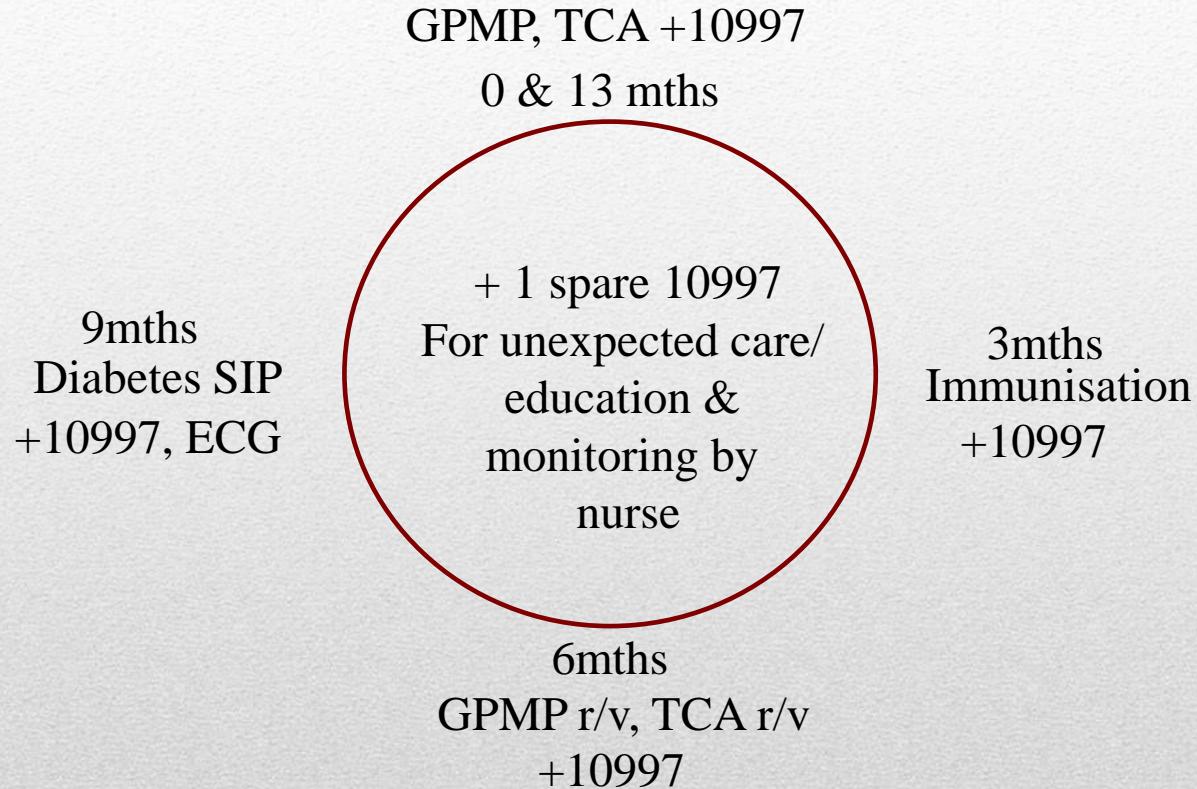


# CHANGE YOUR BUSINESS

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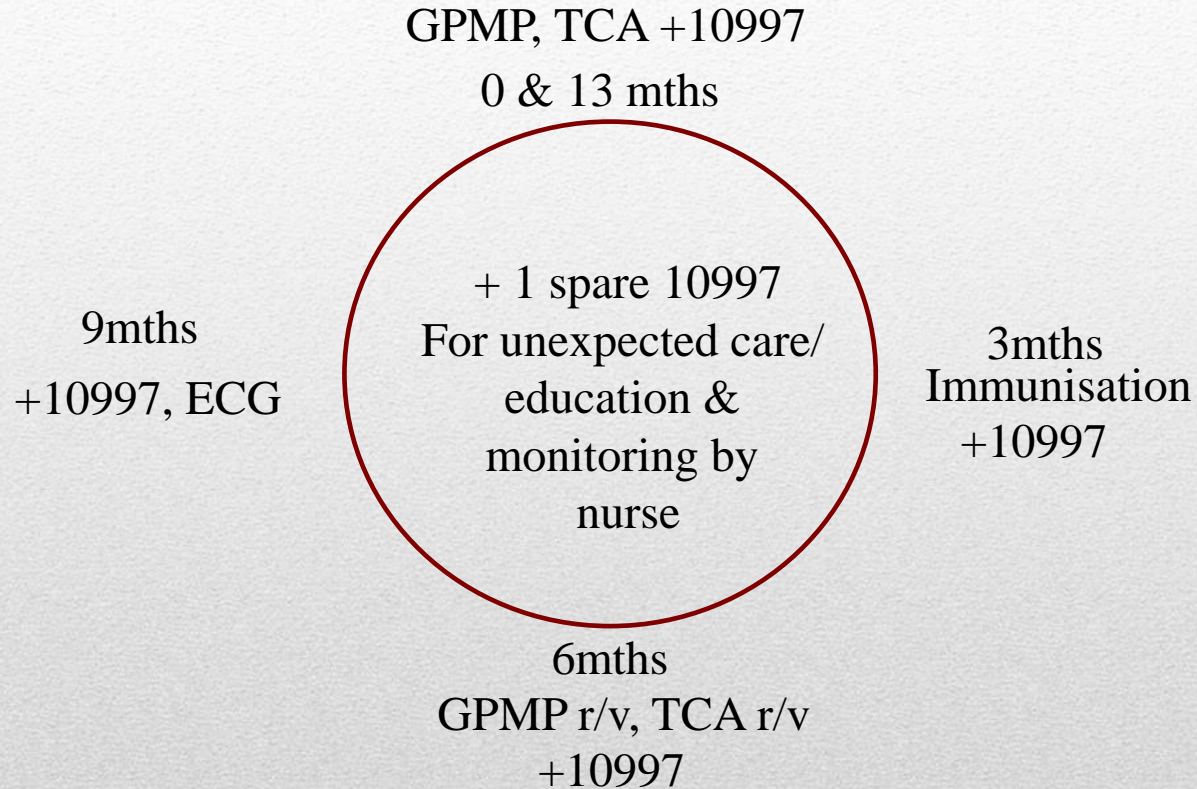
Aim for patient-initiated, routine 3monthly reviews- see Nurse + Dr



# Appointments - DM

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Aim for patient-initiated, routine 3monthly reviews- see Nurse + Dr



# Appointments - CHD

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Mailed out recalls:

Diabetes review	Eye review
Bloods	Immunisation- flu
GPMP	Diabetes cycle of care
Blood Pressure	Medication Review

Discuss results in person:

- reinforces implications of results & subsequent change in management
- gets Dr & patient organised

# Recalls

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## Back of recall info:

- eye checks
- pod/ dietitian info
- Immunisation
- sugar content of diff products
- Benefits of 10% wt loss
- safe etoh intake
- *FAST* stroke awareness
- Chest pain action plan

## Inserts with recalls:

- ambulance cover info
- HMR awareness
- Diabetes SA info
- Heart Foundation

A form titled 'The Australian Type 2 Diabetes Risk Assessment Tool (AUDRISK)'. It contains 10 numbered questions with checkboxes and point values. The questions cover age group, family history, diet, physical activity, waist measurement, and blood pressure. At the bottom, there is a section for 'Add up your points' and a table showing the risk of developing type 2 diabetes within 5 years based on the total score. The form also includes a disclaimer at the bottom.

# Recalls- Extras



### Will you recognise your heart attack?

Heart Foundation

Do you feel any  
 pain pressure heaviness tightness  
 chest neck jaw arm's back shoulder/s  
 You may also feel  
 nauseous a cold sweat dizzy short of breath

**1 STOP** and rest now

**2 TALK** tell someone how you feel

If you take angina medicine  
 • Take a dose of your medicine.  
 • Wait 5 minutes. Still have symptoms?  
 • Take another dose of your medicine.  
 • Wait 5 minutes. Symptoms won't go away?

Are your symptoms worse or getting worse?

Have your symptoms lasted 10 minutes?

**CALL 000 Triple Zero**

Ask for an ambulance  
 Don't hang up  
 Wait for the operator's instructions  
 Calling Triple Zero 000 does not result in a small charge to your credit card.

### Some women have a higher risk of developing type 2 diabetes later in life

• I gave birth to a baby that weighed over 8 pounds / 4 kg.

• I have been diagnosed with polycystic ovary syndrome (PCOS)

• I have had gestational diabetes.

### Fruit and veg consumption

Extracted from Australia's food and nutrition 2012 Pages 147-152

#### How are we doing?

Most Australians are eating some fruit and vegetables, just not enough.

6% of Australian adults eat the recommended serves of both fruit and vegetables.

#### Fruit

About 9 in 10 children aged 2-13 eat the recommended serves of fruit.

25% of boys and 20% of girls aged 14-16 eat the recommended serves of fruit.

2% of boys and 1% of girls aged 14-16 eat the recommended fruit serves when fruit juice is excluded.

About 1 in 2 people aged 16 and over eat the recommended serves of fruit.

#### Vegetables

22% of children aged 4-8 eat the recommended serves of vegetables.

11% of boys and 1% of girls aged 14-16 eat the recommended serves of vegetables.

2% of boys aged 14-16 eat the recommended serves of vegetables.

#### Go for 2 and 5

Most experts recommend that Australians eat 2 serves of fruit and 5 serves of vegetables a day, however recommended serves vary with age, size and physical activity levels.

For more information view the full Australia's food and nutrition 2012 report online: [www.aihw.gov.au](http://www.aihw.gov.au)

### DIETITIAN: MEGAN CAMFFERMANN

Thursdays 2:00pm - 7:00 pm  
 at Montague Farm Medical Centre

Specialising in:

- Weight management
- Diabetes
- Food Allergy & Intolerances
- (incl): Coeliac Disease & Irritable Bowel Syndrome)

**MEDICARE EPC REFERRAL**  
 Up to 5 BULKBILLED visits available with a current GP MANAGEMENT PLAN. Ask your GP if you are eligible and for a referral

**PRIVATE PATIENTS ALSO WELCOME**  
 Private Health Cover Rebates may be available from your insurer. A doctor's referral is helpful.

Initial session (40 mins): upfront \$109.  
 Follow up session (20 mins): upfront \$49.  
 Session price (Health care card / elderly concession card number of 20 minute sessions).

**BOOK APPOINTMENTS WITH REG**

### QUITTING SMOKING

It's never too late... but it's much better sooner rather than later!

**Health benefits... what happens when you quit**

Time	Health benefits... what happens when you quit
20 minutes	Blood pressure drops to normal
2 hours	Body temperature and pulse rate return to normal
8 hours	All carbon monoxide is out of your system
16 hours	Carbon monoxide level in blood drops to normal
24 hours	Changes of heart attack decrease
48 hours	Brain and heart are repaired
72 hours	Changes of heart attack decrease
96 hours	Changes of heart attack decrease
120 hours	Changes of heart attack decrease
144 hours	Changes of heart attack decrease
168 hours	Changes of heart attack decrease
192 hours	Changes of heart attack decrease
216 hours	Changes of heart attack decrease
240 hours	Changes of heart attack decrease
264 hours	Changes of heart attack decrease
288 hours	Changes of heart attack decrease
312 hours	Changes of heart attack decrease
336 hours	Changes of heart attack decrease
360 hours	Changes of heart attack decrease
384 hours	Changes of heart attack decrease
408 hours	Changes of heart attack decrease
432 hours	Changes of heart attack decrease
456 hours	Changes of heart attack decrease
480 hours	Changes of heart attack decrease
504 hours	Changes of heart attack decrease
528 hours	Changes of heart attack decrease
552 hours	Changes of heart attack decrease
576 hours	Changes of heart attack decrease
600 hours	Changes of heart attack decrease
624 hours	Changes of heart attack decrease
648 hours	Changes of heart attack decrease
672 hours	Changes of heart attack decrease
696 hours	Changes of heart attack decrease
720 hours	Changes of heart attack decrease
744 hours	Changes of heart attack decrease
768 hours	Changes of heart attack decrease
792 hours	Changes of heart attack decrease
816 hours	Changes of heart attack decrease
840 hours	Changes of heart attack decrease
864 hours	Changes of heart attack decrease
888 hours	Changes of heart attack decrease
912 hours	Changes of heart attack decrease
936 hours	Changes of heart attack decrease
960 hours	Changes of heart attack decrease
984 hours	Changes of heart attack decrease
1008 hours	Changes of heart attack decrease
1032 hours	Changes of heart attack decrease
1056 hours	Changes of heart attack decrease
1080 hours	Changes of heart attack decrease
1104 hours	Changes of heart attack decrease
1128 hours	Changes of heart attack decrease
1152 hours	Changes of heart attack decrease
1176 hours	Changes of heart attack decrease
1200 hours	Changes of heart attack decrease

**SMOKING... WHAT DOES IT DO TO YOU?**

Stroke  
 Heart loss  
 Hearing loss  
 Eyesight  
 Gum disease  
 Sinusitis

Oral cancer (mouth, throat, oesophagus, larynx)  
 Premature tooth loss, staining  
 Gastro oesophageal reflux

Delayed/impaired wound healing  
 Skin - ageing, wrinkles  
 Osteoporosis  
 Impaired immune system

Pancreatic cancer  
 Back pain, disc degeneration  
 Peptic ulcer

Ischaemic heart disease  
 Chronic obstructive lung disease  
 Spontaneous pneumothorax  
 Aortic aneurysm  
 Peripheral vascular disease  
 Lung cancer  
 Pneumonia

Crohn's disease  
 Bladder cancer  
 Early menopause  
 Impotence  
 Cervical cancer  
 Infertility

### easy swaps

#### HOW TO START THINKING LIKE A SWAPPER

Swapping is changing something you do for something else. This can help your body.

**Swapping can help you:**

- Be healthier
- Lose some weight
- Feel better
- Have fun!

**Swaps you can try today**

**Swap Big for Small**

Put a bit less food on your plate.

**Swap Sitting for Moving**

Swap indoor games for outdoor fun.

**now you've become a swapper - swap it, don't stop it!**

For more tips and tools to help you start swapping, visit: [australia.gov.au/swapit](http://australia.gov.au/swapit)

All information in this publication is correct as at April 2012

**SWAP IT, DON'T STOP IT!**

### gestation

### ick days & type

### what is type 1 diabetes?



# GP Management Plan Review

## What is a GP Management Plan Review (GPMP Review / TCA Review)?

Once a GP Management Plan is in place, it should be regularly reviewed by your GP.

This is an important part of your care, where you with your GP and practice nurse check your progress towards your goals and discuss on any changes that you may require. A GP Management Plan Review is usually undertaken every 3-6 months.

All GPMP Reviews and TCA reviews are bulk billed by your GP. There will be no gap charge for these services.



## Your Health

If you have any questions, ask your doctor or practice nurse.

You have your GP Management Plan, what to do next?

1. Get a copy of your GP Management Plan (GPMP) / Team Care Arrangement (TCA).
2. Speak to our receptionists to book your appointments with your allied health team.
3. After 3-6 months, book a GPMP Review / TCA Review with your GP and practice nurse.
4. Book any further appointments with your allied health professional. If you have a TCA, you get upto 5 visits with an allied health professional in a calendar year.
5. Continue with the recommendations made in your GP Management Plan.
6. After 3-6 months, book another GPMP Review / TCA Review with your GP and practice nurse to discuss the ongoing treatment.

### Mawson Lakes Health Care

Innovation House, 50 Mawson Lakes Boulevard  
Mawson Lakes SA 5095

**Ph (08) 8359 6266** Fax (08) 8162 5788

[www.mawsonlakeshealthcare.com.au](http://www.mawsonlakeshealthcare.com.au)



*Mawson Lakes*  
**HEALTHCARE**



## GP Chronic Disease Management Plan (GPMP) & Team Care Arrangement (TCA)

### Patient Information



**Creating healthier communities**



## GP Management Plan

### What is a GP Management Plan?

The GP Management Plan is a written set of information about what you need in managing your chronic or complex medical conditions.

(Developed by your GP and practice nurse in consultation with you).

### Who will benefit from a GP Management Plan?

Any person with a chronic or terminal medical condition such as:

- Diabetes
- Asthma
- Arthritis
- Cancer
- Heart Disease
- Stroke
- Osteoporosis
- COPD
- Kidney Disease
- Immune deficiency
- Cardiovascular
- Palliative care
- Musculoskeletal conditions

### What happens when your doctor organises a GP Management Plan?

Together we:

- Identify your healthcare needs
- List the actions you can take to help manage your condition;
- Arrange any healthcare and community services you need.
- Decide which health goals to prioritise and work towards

Take a copy of your management plan with you.

## Team Care Arrangements

### What is a Team Care Arrangement (TCA)?

If the doctor determines you would benefit from other health care providers (allied health professionals) being involved in providing treatment, a team care arrangement will be completed. With your consent, your doctor or practice nurse will ask the relevant health professionals to be part of your care plan.

### What is an allied health professional?

This is a health worker such as a physiotherapist, dietitian, podiatrist, audiologist, diabetes nurse, occupational therapist, pharmacist, asthma nurse or exercise physiologist.

### How many visits can I have with an allied health professional?

Persons with a GP Management plan and Team Care Arrangement are eligible for five visits per calendar year to see allied health professionals.

### Will it cost anything to have a GPMP and TCA done by my GP or practice nurse?

All GPMP and TCA plans are bulk billed by your GP, so there will be no gap charge for these services.

### Will it cost anything to see an allied health professional with a GPMP and TCA?

The allied health professionals within our medical centre bulk bill your visit.

Other allied health professionals may require you to pay something extra on top of the Medicare rebate. Speak to your allied health professional about any charges.

## Frequently Asked Questions

### How long will it take?

The management plan will take about 45-60 minutes of your time. Your doctor and practice nurse will spend this time consulting with you to prepare your care plan.

### Who is eligible?

Your GP will decide if you fulfill the eligibility requirements set by Medicare, prior to preparing a plan.

Medicare has guidelines on who can and can't have a GP Management Plan prepared. Your GP will help in making this decision.

### How can I make an appointment for the allied health professional?

Speak to our receptionist to make an appointment for any of the allied health professionals that work at this practice.

If you are visiting an allied health professional at another location, please contact their number to make an appointment.

### Which allied health professionals can I book at our practice?

The following allied health professionals consult can be booked at our surgeries:

- Physiotherapist
- Podiatrist
- Mental Health Clinician
- Lifestyle Advisor
- Dietitian
- Audiologist
- Diabetes Nurse
- Exercise Physiology

**SMS reminders** for appts with Drs, Allied Health, weight clinic (incl motivational)

**Electronic noticeboard** in waiting room with educational slides re: DM, weight, fruit & veg intake, osteoporosis prevention, etc

**Preventative Health Summary**- research initiative of Uni of Adelaide & RACGP to deliver relevant preventative health prompts to patients. Includes flu vaccine, BP check, chlamydia screen, glucose/ cholesterol check as per Red Book recommendations

**DCP**- Percentiles, BP & SNAP (+10997)



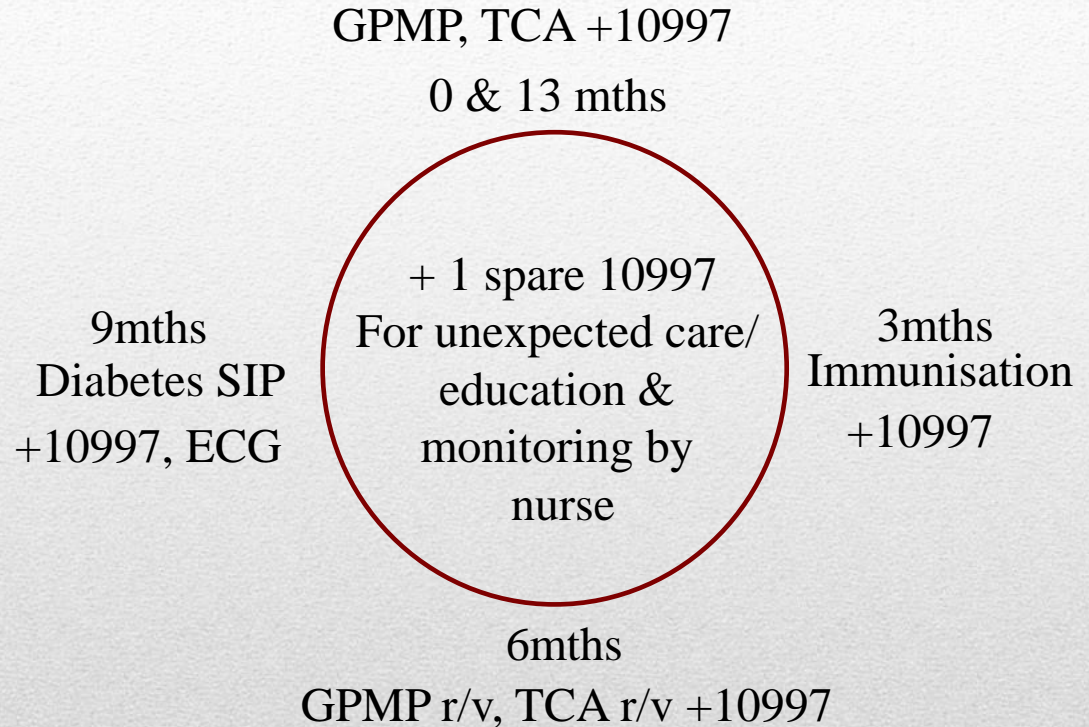
# Appointment- Extras

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## MBS items to use

- Diabetes SIPs 2517, 2521
- CDM item numbers
- Nurse education
- ECG, ABI 11700, 11610



# Do the work, claim the item no

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### **Establishing and maintaining the register....**

- Search MD by conditions “IHD” or “coronary heart disease”
- Search PenCS by conditions “CHD”
- Coding patients’ conditions correctly is vital

### **Helping GPs to provide best practice care...**

- Start by identifying and targeting those patients missing out on important aspects of care eg:
  - no smoking status/ recent pneumovax recorded
  - no recent lipids checked
  - not on aspirin/ warfarin/ clopidogrel

### **Options for delivering targeted care:**

- Send out recall type letter inviting review of their CHD
- Nurse to call and encourage review of their CHD
- Run a free “CHD Clinic” or information session promoting CHD care
- Opportunistically refer CHD patients to nurse for review

### **Maintaining register...**

- Drs & Nurses to place patient on 12 monthly recall for review
- Periodic data cleansing (PenCS is our hardest working employee!)

# **CHD Register**

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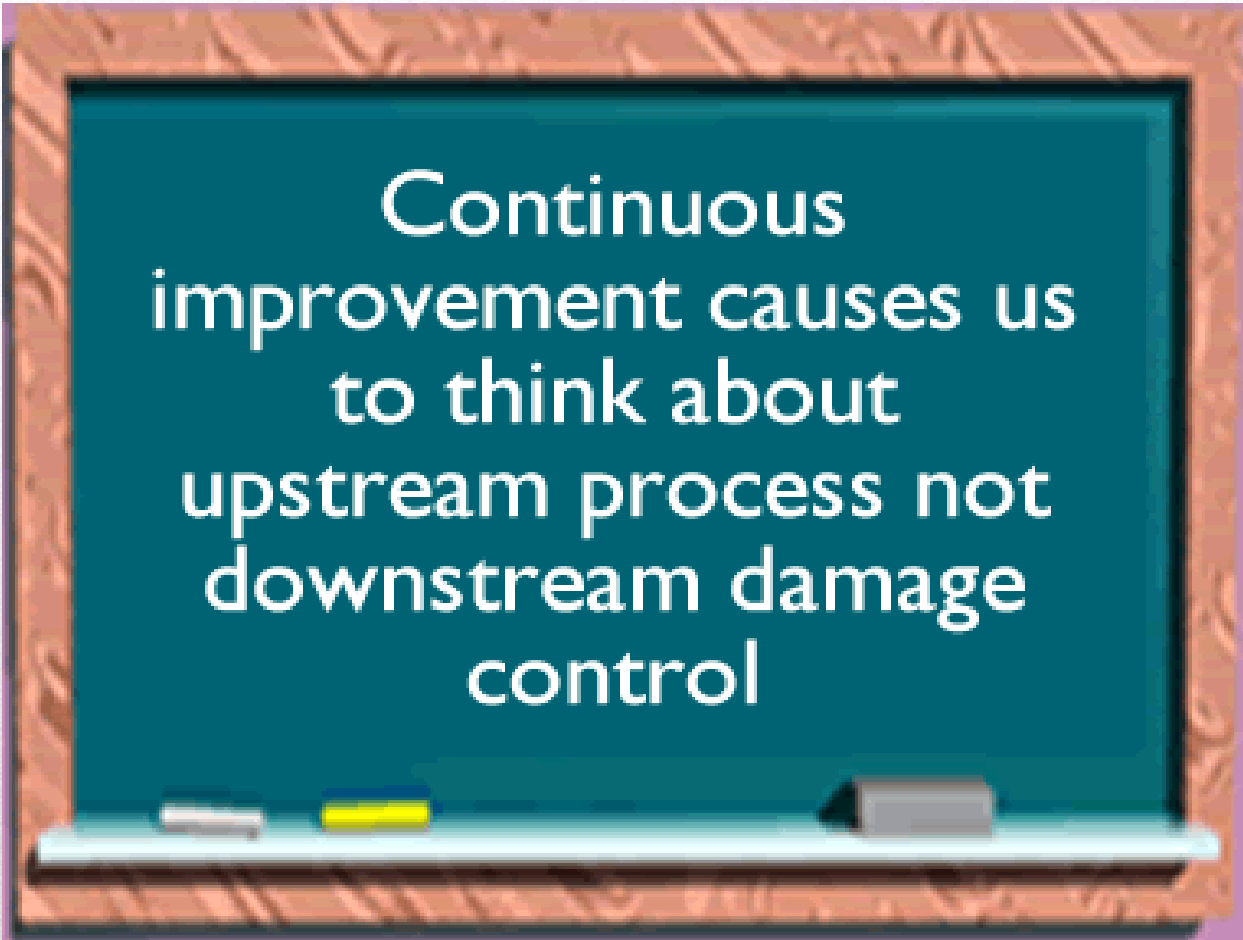
PenCS and MD “Diabetes Register” can identify missing info

- Missing results (seeing private specialists/ hosp OPD) request pathology download
- Missing pts - not attended for > 6 months, ensure recalls in place, consider Nurse phone call, attends elsewhere?
- Missing info - teach, reinforce consistent and routine use of “Diabetes Assessment” function to record care in MD



# Maintaining Registers

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Continuous  
improvement causes us  
to think about  
upstream process not  
downstream damage  
control

**= CHD & Diabetes Prevention**

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Weight clinic- 8 week, GP led, multidisciplinary, bulkbilled program

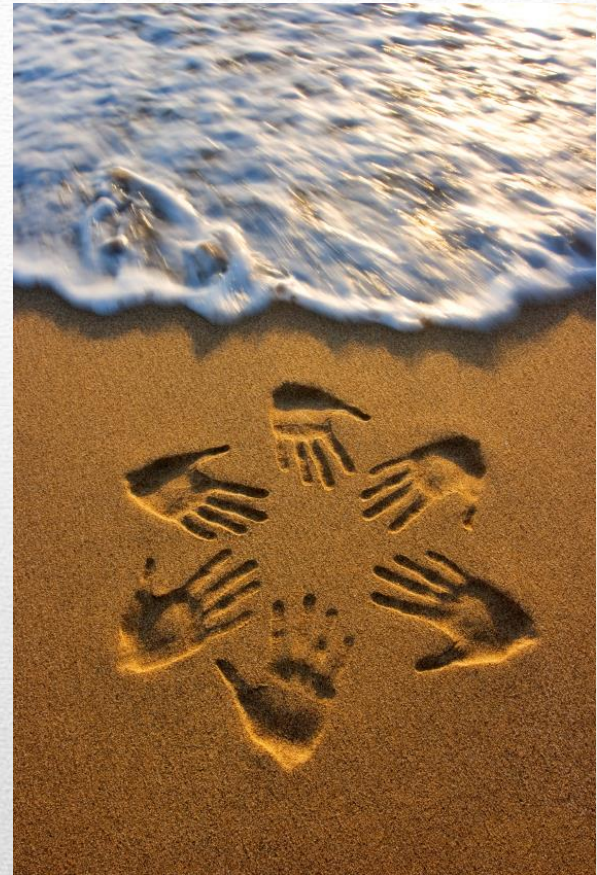
- facilitates DM & CHD care
- leverages group dynamics
- engages couples/families
- targets CDM and pre-morbid patients
- primary health care research

# Extras

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- Diabetes SA
- Heart Foundation of Australia
- (Do It For Life)
- Zone fitness
- Adelaide Exercise Physiology



# Establishing community links

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*The* **Main THING**

*is keeping The* **Main Thing**

*The* **Main Thing**





**Your waiting room...**

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**Our waiting room!**

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- Percentiles- nurse checks every new patient's BP, height, weight, waist circumference and if not checked in >12 months
- Preventative health summaries- red book recommendations
- AUSDRISK questionnaire while waiting & back of recalls
- Absolute Cardiovascular Risk Assessment (ARA)

# **Engage patient attention**

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Pre-contemplation	Contemplation	Determination/Preparation	Action	Maintenance	Relapse/Recycle
	 Fence	 0-3 Months	 3-6 Months	 Over 6 months	 Start Over; Ugh!!
No; Denial	Maybe; Ambivalence	Yes, Let's Go; Motivated	Doing It; Go	Living It	Start Over; Ugh!!

# Stages of change





Stages of change applies to:

- Patients now
- Drs
- Whole of practice
- Changes over the years
- Motivational interviewing- nudges them to the next step
- Formal available supports- GP f/u, dietitian, (DIFL), weight clinic, HFA, Diabetes SA, Heart Foundation, community groups
- Informal encouragement- back of recall info- AUSDRISK, Swap It, Measure Up, 2&5 F&V, replaced waiting room magazines with health info





## GENERAL

- CHD
- 4 y/o
- 75+HA

## DIABETES PREVENTION

- BMI>30
- 45-49y/o
- GDM
- ATSI

Multiple approaches:

- AUSDRISK
- DCP & Percentiles
- Health assessments
- Recalls
- Weight clinic invites



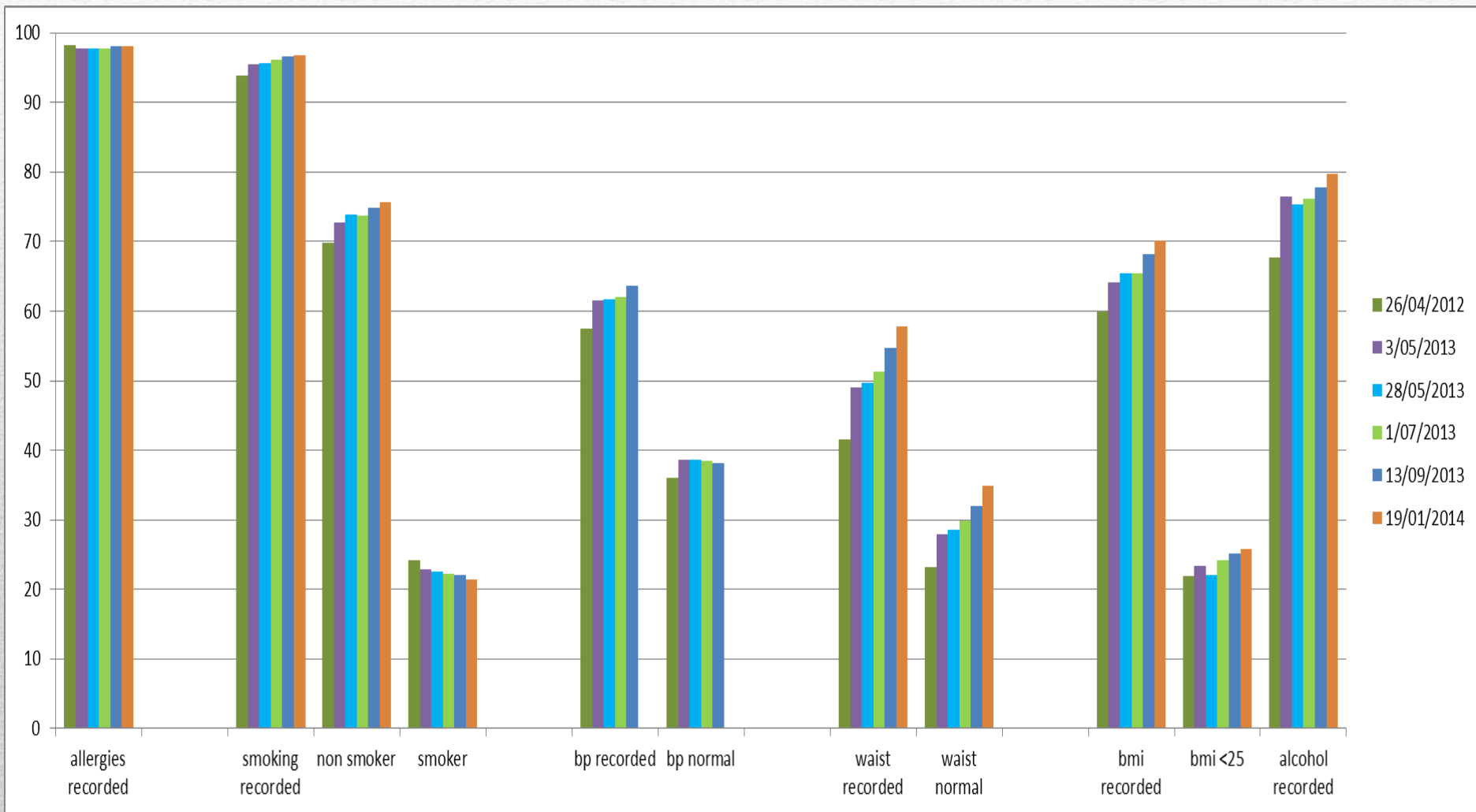
**“Health registers”**



A photograph of a pond with ripples and autumn foliage. The water is a deep blue, and the ripples are concentric circles. In the foreground, there are some green and yellow leaves on a branch. In the background, there are more trees with yellow and orange leaves. The sky is a pale blue.

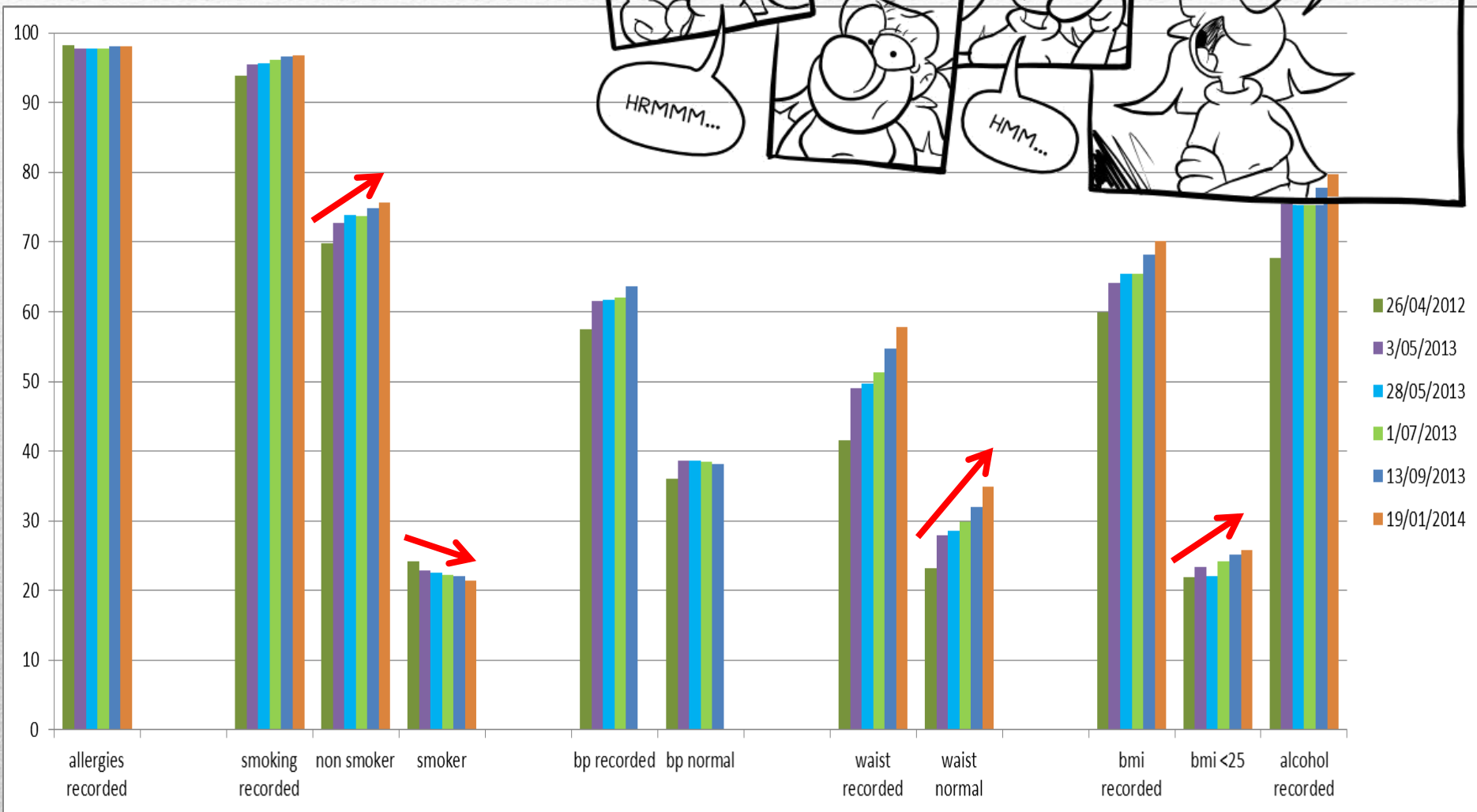
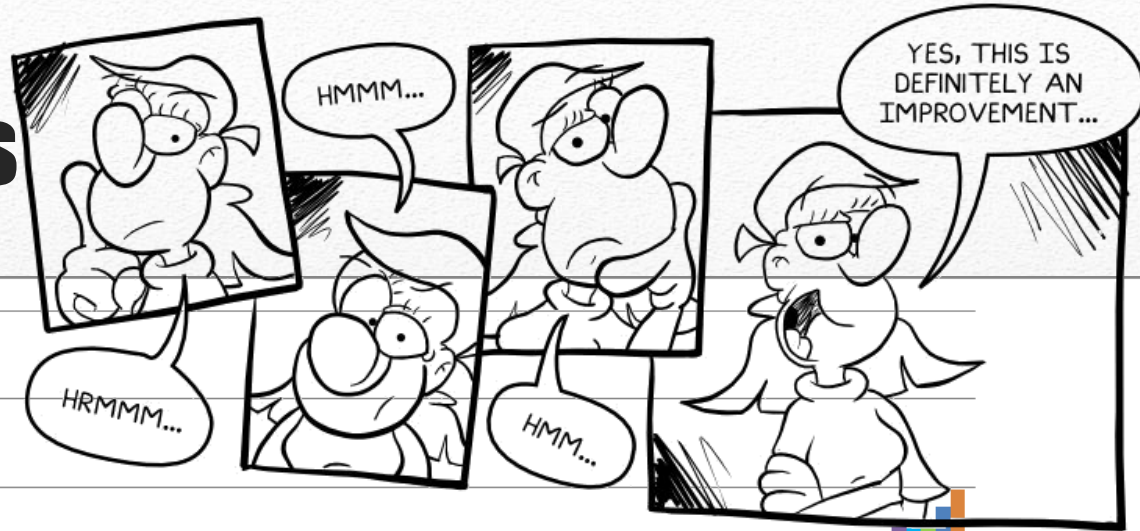
Creating healthier communities,  
one ripple at a time

# MFMC all patients





# MFMC all patients



# Acknowledgements

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**Australian Government**

**Department of Health**