**Pharmacist Chronic Disease Management Pilot**

**Expression of Interest Guidelines**

**Submission due date:**
10 March 2017, 5pm

**Submission to:**
Workforce Innovation and Reform
Email: pharmacycdm@dhhs.vic.gov.au
Phone: 9096 7154

**Background**

More than half of all visits to general practitioners involve managing at least one chronic condition. Many of these visits involve managing medications or making dosing adjustments, rather than diagnosing new conditions. Chronic diseases such as diabetes, asthma and cardiovascular disease place a significant burden on Victorian communities.

On 26 November 2015, the Minister for Health announced the Pharmacist Chronic Disease Management Pilot (the pilot). The 18 month pilot is expected to commence in 2017 and will be established in one metropolitan and two rural locations that have high prevalence of chronic disease. The pilot will enable pharmacists and general practitioners to work collaboratively to help consumers manage chronic diseases and medications more effectively. This model of care can relieve pressure on general practitioners and enable them to have increased time to focus care on more complex consumers as well as give consumers greater flexibility and access.

The Department of Health and Human Services (the department) has established an External Advisory Group that includes representatives from medical, pharmacy, health and consumer groups. Members include the Australian Medical Association, Royal Australian College of General Practitioners, the Pharmacy Guild of Australia, the Society of Hospital Pharmacists of Australia, the Pharmaceutical Society of Australia, the Victorian Primary Health Network Alliance, National Heart Foundation, the Asthma Foundation of Victoria and the Australian Health Practitioner Regulation Agency. This External Advisory Group meets on a regular basis to provide expertise, knowledge and advice to support implementation and design of the pilot. To date this group has provided advice on the chronic conditions and therapies included in the pilot, patient selection and eligibility, care plan design, training of pilot site pharmacists and evaluation of the pilot.

The department is now seeking expressions of interest from eligible pharmacies and general practices with established working relationships and private counselling facilities, to participate in the pilot. Pharmacies and general practices are required to determine whether they have a suitable cohort of patients with the chronic conditions and therapies that are included in the pilot before submitting a joint expression of interest. Further information about patient eligibility criteria is available at page 6.

**Piloted model of care**

**Summary**

The 18 month pilot will be implemented in three pilot locations across Victoria, with 30 patients enrolled at each site. Under the pilot model, the general practitioner will assess eligible patients and develop a care plan in relation to the management of one or more of the agreed chronic conditions. In accordance with the care plan, pharmacists will provide regular monitoring, dose refinement, earlier intervention, and prompt referral to general
practitioners for resolution of issues associated with the patient’s chronic diseases and medication. The pilot will also explore the best ways to coordinate chronic disease management between general practitioners, pharmacists and patients.

The following chronic conditions and therapies have been identified by the External Working Group for inclusion in the pilot:

- asthma
- hypertension
- hypercholesterolaemia
- anticoagulation

**Patient Journey**

Diagram 1 illustrates the patient's journey under the pilot model of care. Further information about the scope of the pilot is available from page 4.

*Patients enrolled in this pilot are stable but should an emergency occur, the pilot site pharmacist will contact emergency services and notify the GP*
Expression of Interest process

Eligibility

The pilot will be implemented in one metropolitan and two rural pilot sites located in the Local Government Areas listed below. Pharmacies and general practices from the selected Local Government Areas are invited to submit a joint response to the expression of interest by completing the attached Application Form.

The department has selected these Local Government Areas following an analysis of Victorian Public Health Survey data (2012), Victorian Ambulatory Care Sensitive Conditions study (2013-14), the Medicare benefits schedule (MBS) and the Pharmaceutical Benefits Scheme (PBS) to identify areas with an increased prevalence of chronic disease that would most benefit from introduction of the pilot.

<table>
<thead>
<tr>
<th>Local Government Area</th>
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<tbody>
<tr>
<td>Mansfield</td>
<td>Greater Dandenong</td>
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<tr>
<td>Murrindindi</td>
<td>Casey</td>
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<tr>
<td>Corangamite</td>
<td>Hobsons Bay</td>
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<td>Loddon</td>
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<td>Buloke</td>
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<td>Mitchell</td>
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<td>Hindmarsh</td>
<td>Moreland</td>
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<td>Yarriambiack</td>
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<tr>
<td>Central Goldfields</td>
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<td>La Trobe</td>
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Key program dates

<table>
<thead>
<tr>
<th>Activity</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>Expression of Interest open</td>
<td>9 January 2017</td>
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<tr>
<td>Expression of Interest close</td>
<td>10 March 2017</td>
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<tr>
<td>Shortlisting interview and site visit</td>
<td>Commencement 13 March 2017</td>
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<tr>
<td>Notification of successful sites</td>
<td>April 2017</td>
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<tr>
<td>Pilot site preparation (including delivery of training)</td>
<td>April - June 2017</td>
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<tr>
<td>Pilot commencement</td>
<td>July 2017</td>
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<td>Pilot finishes</td>
<td>January 2019</td>
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Key selection criteria

As part of the expression of interest process the pilot site pharmacists and general practitioners must demonstrate that they have an existing established relationship which will underpin the implementation of the model. There must be one pharmacy and one general practice per pilot site. Each general practice and pharmacy may have more than one pharmacist or general practitioner involved but not every pharmacist in the pilot site pharmacy and every general practitioner in the pilot site general practice must be involved in the pilot.

The key selection criteria will be assessed through the written application form, interview and site visit.

**Pharmacists at the pilot site pharmacy will have the following expertise and attributes:**

- confidence and empathy
- knowledge of chronic diseases and willing to undergo a training program
- established good working relationships with the general practitioners in the nominated general practice and the associated health service
- willingness to comply with the communication protocol proposed for the pilot including the possible use of an IT or Cloud-based system as determined by the department
- willingness to help facilitate in the evaluation of the pilot and collect, store and provide de-identified qualitative and quantitative data
- willingness to utilise an interpreter service if required
- agree to maintain strict patient confidentiality and patient records in accordance to the Health Records Act 2001
- appropriate professional indemnity insurance
- commitment to patient centred, coordinated care
- commitment to multi-disciplinary care as well as willingness and capacity to set aside traditional professional roles and apply whole of systems thinking to better integrate chronic disease management

**General practitioners at the pilot site general practice will have the following expertise and attributes:**

- an established good working relationship with the nominated pharmacy, pharmacists and associated health service
- commitment to patient centred, coordinated care
- have a suitable cohort of patients with the chronic diseases that are being considered for inclusion in the pilot, who attend the nominated pharmacy
- willingness to comply with both the communication protocol proposed for the pilot including the possible use of an IT or Cloud-based system as determined by the department
- willingness to comply with the model of care proposed for the pilot
- willingness to help facilitate in the evaluation of the pilot and collect, store and provide de-identified qualitative and quantitative data
- willingness to utilise an interpreter service if required
- agree to maintain strict patient confidentiality and patient records in accordance to the Health Records Act 2001
- commitment to multi-disciplinary care as well as willingness and capacity to set aside professional differences and apply whole of systems thinking to better integrate chronic disease management
**The pilot site pharmacy will have the following attributes:**

- appropriate premise that can offer a private counselling area large enough to accommodate a chair, point of care testing devices and consumables
- registered pharmacy premises under the Pharmacy Regulation Act 2010, and meets minimum standards in accordance with the Pharmacy Regulation Act 2010 and the Victorian Pharmacy Authority guidelines
- access to a suitable cohort of patients with the chronic diseases that are being considered for inclusion in the pilot that attend the nominated general practice

**Detailed pilot scope and implementation**

**Funding**

Both the pharmacy and general practice will receive a grant of $21,500 (GST inclusive) each to reimburse participating general practitioners and pharmacists for the time spent participating and delivering the pilot for the 18 month period. The breakdown of funding is illustrated below.

<table>
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<tr>
<th>Month</th>
<th>Amount ($)</th>
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<tr>
<td>July 2017</td>
<td>7,500</td>
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<tr>
<td>December 2017</td>
<td>5,000</td>
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<tr>
<td>July 2018</td>
<td>5,000</td>
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<tr>
<td>January 2019</td>
<td>4,000</td>
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Additional funding will be available to support face to face training and assessment of pilot site pharmacists and purchase of agreed equipment.

By accepting the funds allocated to this pilot, successful applicants agree to comply with all legal requirements, guidelines and processes determined by the department.

**Training for participants**

Pharmacists are already equipped with many of the knowledge and skills necessary for the pilot. Pilot site pharmacists will be required to undergo training to demonstrate competence and skills that are required to facilitate chronic disease management in this pilot.

This training program is currently being developed. The proposed training methodology may include successful completion of an online training module, approximately two days of face to face training and successful completion of an Objective Structured Clinical Examination (OSCE).

General practitioners will be required to attend a general meeting with the pilot site pharmacists prior to commencement of the pilot. Pilot site pharmacists and general practitioners will be remunerated for their time.

**Time requirements**

Although time requirements will vary on a per patient basis, it is anticipated that each patient will require approximately 30-45 minutes every month of pharmacist time. Additional time will also be required to facilitate any data collection requirements as determined by the evaluation methodology.

Pharmacists will be required to document every patient visit and report back to the general practitioner.

Initial patient enrolment and creation of the care plan is anticipated to require approximately 30-45 minutes of general practitioner time per patient. The general practitioner may claim usual funding mechanisms, MBS benefits, as usual.¹

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¹ This is true at time of publishing on 9 January 2017.
Fees
Patients enrolled in the pilot will not be charged an additional fee for their participation but will continue to cover the usual costs associated with their care and medication.

Pharmaceutical benefits: Medications will be subsidised by the Victorian Government rather than the PBS. Patients will continue to pay their allocated co-payment level, which will be collected by the pilot site pharmacy. The remainder of the cost to dispense the medications will be paid for by the Victorian Government. Under this payment model, the cost of medications and dispensing will remain the same as usual to patients and pharmacies.

Medicare benefits schedule: General practitioners can continue to claim under usual funding mechanisms, MBS benefits, as per usual.¹

Point of care testing
Point of care testing devices will be used in this pilot to facilitate monitoring of the chronic conditions included. This may include blood pressure machines, spirometers, International Normalised Ratio (INR) and lipid panel testing devices. The department will fund the purchasing of agreed point of care testing devices and cost of consumables for the point of care devices that may be required.

Counselling area
The successful pilot site pharmacies must be able to provide a private counselling room large enough to accommodate a chair, point of care testing devices and consumables.

Record keeping and communication
Pilot site pharmacists and general practitioners must maintain strict patient confidentiality and maintain patient records in accordance to the Health Records Act 2001.

Care plans and patient progress will be shared between the pilot site pharmacists and general practitioners. Successful pilot sites must comply with the communication protocol proposed for this pilot including the possible use of an IT or Cloud-based system as determined by the department.

Evaluation
An external contractor will be engaged by the department to undertake an independent evaluation of the pilot. All participating pilot sites will be required to collect, store and provide de-identified qualitative and quantitative data to help facilitate the evaluation.

An ethics application will also be undertaken by the department.

Patient eligibility and exclusion criteria
It will be the responsibility of the general practitioner and pharmacist to identify the patient cohort for each pilot site. Each patient enrolled in the pilot must meet the following eligibility and exclusion criteria. The general practitioner will make a final decision regarding the enrolment of the patient prior to the development of the care plan.

Eligibility criteria:
- resides in the state of Victoria
- chronic conditions and medications are stable with no hospital admission for the last 2 months
- aged 18 years or over
- established relationship with one general practice
- established relationship with one pharmacy

¹ This is true at time of publishing on 9 January 2017.
Exclusion criteria:

General exclusion criteria:
- dementia and/or any other cognitive impairments
- pregnancy
- inability to provide informed consent
- residence in a nursing home

for patients with asthma:
- history of severe, life-threatening asthma evidenced by a history of loss of consciousness, intensive care unit admissions, or mechanical ventilation due to asthma
- diagnosis of chronic obstructive pulmonary disease (COPD)
- previous involvement in a pulmonologist or multidisciplinary asthma management clinic
- poor prognosis with a life expectancy estimated to be less than 2 years

for patients with hypertension:
- renal disease
- stroke
- congestive heart failure
- atrial fibrillation
- age > 80

for patients with hypercholesterolaemia:
- total cholesterol < 7 mmol/L
- treatment with any other medication for hypercholesterolaemia other than a statin

for patients on anticoagulation therapy:
- treatment with new oral anticoagulants (NOACs)
- mechanical prosthetic heart valves

For further information

Applicants are required to complete the attached Application Form. All applications must be submitted via email to pharmacycdm@dhhs.vic.gov.au by 10 March 2017, 5pm.

For further information regarding this initiative, please contact Catherine Radkowski, Senior Project Coordinator on 9096 7154.