Benefits of Specialised Nurse Led Clinics in General Practice

Kerrie Cunningham, Manager - Clinical Business Development
kcunningham@gpssvic.com.au

GPSS
GENERAL PRACTICE SUPPORT SERVICES

Good for patients....Good for the practice
General Practice Support Services (Vic) Ltd

is a wholly owned not-for-profit subsidiary company of

Melbourne East GP Network (MEGPN)

-trading as Inner East Melbourne Medicare Local (IEMML).
GPSS has 3 service streams:

- **Our After Hours GP Clinic** is a cooperative venture of general practitioners from the eastern suburbs of Melbourne. The clinic relieves the burden on both general practices and emergency departments by ensuring after hours access to GP care for all patients.

- **Our comprehensive range of clinical support services** improve the efficiency and viability of general practices and contribute to better health outcomes for patients. Our clinical support services consist of specialist nurse-led clinic programs – diabetes, respiratory, cardiac, immunisation, wound management, health assessments, complex care planning and coordinated veterans care, as well as relief practice nurse services, practice nurse mentoring, training and support to expand the practice nurse role.

- **Our practice management consultancy** service provides support, training and development for practice managers and administration staff. An experienced practice manager can help with your practice management needs by providing assistance with accreditation preparation and documentation, human resource management, amalgamation of clinics, new clinic set up, business development, and relief practice management services.
What is a Nurse Led Clinic?

• A nurse led clinic is a clinic/session facilitated by a nurse in a general practice

• Usually focusing on a chronic disease - asthma, diabetes

• It is designed to provide patients who have a chronic disease with additional support and strategies to self manage their illness

• A clinic usually runs in a set and protected time during a practice’s usual business hours, so that patients can access both the specialist nurse and GP

*GPSS Nurse Led Clinics work in conjunction with practice nurses*
Benefits of GPSS Nurse Led Clinics

• Multidisciplinary team approach provides discipline specific education to support patients with chronic disease.

• Education and support of self management and development of coping strategies for patients aid in improved long term outcomes.

• Empowering patients to self manage their disease through education and support, fostering a holistic approach to care for people with chronic diseases.

From Australian Diabetes Educators Association
The Credentialed Diabetes Educator in Australia - Role and Scope of Practice
“Patient care that is primarily coordinated by nursing staff with support from the general staff team” - Australian Medicare Local Alliance (AMLA) on Nurse Led Clinics

AMLA has identified the following components as important for effective nurse clinics:

- **Patient focus** - Patient centred holistic care
- **Professionalism** - Legally registered, clinically competent staff
- **Knowledge & Information Management** - Effective capture and use of data
- **Competence** - Provision of evidence based care
- **Capacity** - Right size clinic for practice
- **Financing** - Cost effective; financially viable.
**Current actual GPSS clinic outcomes**

**Care Planning & Health Assessment clinic**
- **Fortnightly clinic** (over 6 months)
- Total net profit for practice: **$14,019.40**
  (Excluding PNIP)

**Diabetes Clinics**
- **Fortnightly clinic** (over 6 months)
- Total net profit for practice: **$4,776.00**
  (Excluding PNIP)
- **Weekly clinic** (over 6 months)
- Total net profit for practice: **$11,517.50**
  (Excluding PNIP)

**Asthma Clinics**
- **Fortnightly Clinic** (over 6 months)
- Total net profit for practice: **$3,071.50**
  (Excluding PNIP)

*Remember revenue from GPSS clinics depend on frequency of clinics, MBS items claimed and patient population and differs from practice to practice*
The Australian government supports high quality care through incentive payments.

Incentives are available for eligible GPs and practices providing proactive coordinated care for patients via the Chronic Disease Management (CDM) framework*

Incentives include
- Diabetes Annual Cycle of Care
- Asthma Annual Cycle of Care
  - Practice Incentive Payments (PIP)
  - Service Incentive Payments (SIP)

*as per the Medicare Benefits Schedule website- www.mbsonline.gov.au
The Diabetes Annual Cycle of Care

Minimum requirements of the diabetes annual cycle of care to be completed over a period of at least 11 months and up to 13 months. Activities needed twice in a cycle of care must be performed at least 5 months apart.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood pressure</td>
<td>every 6 months</td>
</tr>
<tr>
<td>Ht/wt/waist (BMI)</td>
<td>every 6 months</td>
</tr>
<tr>
<td>Feet exam</td>
<td>every 6 months</td>
</tr>
<tr>
<td>Glycaemic control (HbA1c)</td>
<td>once per year</td>
</tr>
<tr>
<td>Blood lipids</td>
<td>once per year</td>
</tr>
<tr>
<td>Microalbuminuria</td>
<td>once per year</td>
</tr>
<tr>
<td>Eye exam</td>
<td>at least every 2 years</td>
</tr>
<tr>
<td>Smoking</td>
<td>review once per year</td>
</tr>
<tr>
<td>Healthy eating plan</td>
<td>review once per year</td>
</tr>
<tr>
<td>Physical activity</td>
<td>review once per year</td>
</tr>
<tr>
<td>Self care education</td>
<td>review once per year</td>
</tr>
<tr>
<td>Medications</td>
<td>review once per year</td>
</tr>
</tbody>
</table>

These are the levels of care for the SIP cycle payment and obviously more care will be required for those with complications and co-risk factors.

From:
Contracted Specialist Nurse Led Clinic Model

GPSS has been providing contracted diabetes and asthma/respiratory clinics to individual practices since 2001.

GPSS recruits and employs a flexible (causal) workforce
- Division 1 Registered Nurse educators with experience in chronic disease management,
- Provision ongoing clinical support

GPSS Clinics tailored to practices needs/requirements

GPSS provides all the program resources and specialised equipment to operate the clinic, and ensures that evidence based best practice guidelines for patient management are followed.

The GPSS educators ensure all item number requirements are met including the chronic disease management, health assessments, SIP item numbers and other relevant diagnostic tests.
IEMML conducted a comparison between 8 practice with a GPSS diabetes clinic and 8 practice without a GPSS Diabetes clinic.

From Inner East Melbourne Medicare Local -
“Diabetes Management in 2011 - A GP Network Comparison”
Improved recording of clinical data for diabetic patients in nurse-led clinics

From Inner East Melbourne Medicare Local -
“Diabetes Management in 2011 - A GP Network Comparison”
Better clinical outcomes achieved where patients are managed in a diabetes clinic setting.

From Inner East Melbourne Medicare Local - “Diabetes Management in 2011 - A GP Network Comparison”
GPSS Specialist Nurse Led Clinics

- Dedicated session time - weekly, fortnightly, monthly
- Dedicated room
- Dedicated Nurse/Educator
- Utilising existing infrastructure medical software
  - Patient register and recall system
- Team cooperation and commitment - practice staff, nurse/educator, GPs
- To allow for the processing of MBS item numbers, each patient will need to see a GP on the day of their nurse clinic appointment. If the referring GP is not able to see their patient on that day, arrangements will need to be in place for an alternative GP to cover these appointments.

GPSS assists with the initial setup of a clinic and provides the practice with ongoing support for admin and reception staff
Resources and acknowledgements

“The Credentialled Diabetes Educator in Australia - Role and Scope of Practice”

The Credentialled Diabetes Educator in Australia - Role and Scope of Practice


Diabetes Australia -
“Diabetes Management in General Practice 2011/2012”

“Diabetes Management in 2011 - A GP Network Comparison” - IEMML

Medicare Australia -

Medicare Benefits Schedule - www.mbsonline.gov.au

Visit the chronic disease management section of the Inner East Melbourne Medicare Local (IEMML) website to access their comprehensive manual on the purpose and benefits of nurse led clinics in general practice: www.iemml.org.au.
Thank you

Kerrie Cunningham,
Manager - Clinical Business Development
t: 8822 84 85
e: kcunningham@gpssvic.com.au
website: www.gpssvic.com.au

Good for patients....Good for the practice