

Appendix B

Detailed Process Flow

1. Readiness Preparation

- Undertake data cleansing activities to ensure all patients' clinical and demographic details are accurately recorded and up to date.
- Enter Health Care Home Activity Codes into practice software and train practice team to use the codes.
- Ensure access and delegated authority to HPOS for staff responsible for entering patient data and accessing activity and funding reports.
- Identify and, install Shared Care Planning software. Train practice team to use the tool.
- Ensure practice is registered for My Health Record and has policies and processes in place. Train practice team in use of My Health Record.

2. Patient Enrolment

- Identify eligible patients using risk stratification tool and contact patients.
- Ensure informed consent is provided by educating patients about Health Care Homes and how it will change their care.
- Identify their preferred GP and risk stratification tier level.
- Register patients on HPOS.
- Update practice software to recognise that a patient is a Health Care Home enrolled patient.

3. Patient Encounter

- Review patient scheduling processes to enable enhanced access for enrolled patients to members of their care team.
- Record details of patient encounter in practice software including the member(s) of the care team and activity, eg practice nurse spoke to the patient by telephone about their medication.
- GP, patient and care team members collaborate to develop a Shared Care Plan with agreed goals and targets and share the plan with other health care providers in the health care neighbourhood.
- Upload an updated Shared Health Summary to the enrolled patient's My Health Record.

4. Record Activities

- Record details of the patient encounter in clinical information and practice management systems using agreed coding formats and include:
 - patient treatment information;
 - information about method of care delivery e.g. face-to-face, telephone, email, groups consultations; and
 - team member(s) who provided service.
- Record any patient payment contribution if this is applicable.

5. Activity Reconciliation

- On a regular (at least monthly) basis, generate Health Care Homes activity reports from practice management systems for internal use.
- Reconcile activity data and review methods of service delivery by roles and individual team members.
- Download statements from HPOS detailing patient payments received and reconcile against activities according to agreed practice model.
- Reconcile income received by the practice against HPOS activity statement.

6. Payment Distribution

- Use reports to calculate distribution of Health Care Homes income according to agreed practice model, for example based on activity or patient enrolment.
- Distribute income to health care providers such as GPs according to agreements.
- Retain funds in the practice based on practice agreements and financial models.