



Primary Source

Coordinated Veterans' Care Program

Vol No.1 Issue No.1 September 2011

From the Principal Network Adviser

Welcome to our first edition of Primary Source: Coordinated Veterans' Care Program. Each year we will issue six editions of this Primary Source to keep you up to date with information and developments for this program.

If you know of someone who could benefit from receiving this newsletter send them to [AGPN's subscription page](#).

If you do not wish to receive this newsletter then it's easy to unsubscribe [see below].

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CVC program a sign of things to come

Managing the long term health needs of Australia's Gold Card veterans is about to get easier and smarter through the Coordinated Veterans' Care Program [CVC]. AGPN in collaboration with *Flinders Human Behaviour & Health Research Unit, Australian Practice Nurses Association and Baker IDI Heart & Diabetes Institute* is managing the development and delivery of the training and education modules to support Department of Veterans' Affairs new CVC Program.

The CVC program incorporates the latest evidence-based models of care for veteran patients with chronic diseases and complex conditions in which greater coordination in a primary health care setting and self management may prevent an unplanned admission to hospital.

In launching the program at Canberra's Convention Centre in August, Secretary of the Department of Veterans' Affairs Ian Campbell, gave a perspective on the cohort of veterans that DVA looks after:

- Two thirds of veterans are over the age of 80
- Younger veterans are coming through following service in



[Forum program](#)

[AGPN Events](#)



From left: AGPN's Rosemary Beveridge, Flinders Human Behaviour & Health Research Unit's Prof. Malcolm Battersby, DVA's Secretary Ian Campbell, AGPN's Vlad Aleksandric and Carolyn Stapleton at the CVC Program launch

East Timor through to Afghanistan

- Australia has a substantial number of Korean and Vietnam Veterans.

“Veterans are living longer, which is terrific, however this also increases the probability of developing chronic conditions requiring complex treatment regimes that greatly impact their quality of life. Now through the CVC Program veterans will experience a better system of care for their complex needs,” Mr Campbell said.

“This team approach to managing veterans’ health is unique because it brings together the GP, practice nurse, veteran and their family to help manage a veteran’s complex condition,” he said.

CVC Program snapshot

- Commenced on 1 May 2011
- Uses proactive approach to improve the management of participant’s chronic diseases and quality of care
- Involves a care team of a GP, plus a nurse coordinator who work with the participant to manage ongoing care
- Aimed at veterans, war widows, war widowers and dependents who are Gold Card holders and are at risk of being admitted to hospital
- Provides new payments to GPs for initial and ongoing care

Training and Resources

AGPN is pleased to announce the release of **CVC Program Module One – Is your service ready?**

Module One has been designed as a flexible, self-paced learning tool enabling individuals to design their own study timetable. Module One is accredited for RACGP QI & CPD, ACRRM PDP and has been endorsed by RCNA and APNA.

A Certificate of Completion is awarded upon successful completion of this module.

Module One has five sections and will take approximately six hours to complete:

1. Introducing the Chronic Care Model
2. The Health System
3. Improving Quality of Chronic Condition Care
4. Chronic Condition Self Management Support
5. Community Sector Support

In announcing the availability of the first training module, the [Australian General Practice Network \[AGPN\] Chair, Dr Emil Djakic](#) highlighted the key feature of this program which is about coordination between health care professionals.

“The care plan is developed and managed by the GP in collaboration with the Practice Nurse and is then coordinated and monitored by the Practice Nurse, an Aboriginal health worker or a community nurse, with the veteran patient,” Dr Djakic said.

“The unique aspect to this style of program is that it involves managing and negotiating the care plan with the veteran directly, giving the veteran a sense of ‘ownership’ over their health plan,” he said.

To access the online module please go to www.cvcprogram.net.au and follow the link to the training page. Module One will also be available in DVD and hardcopy for those health professionals who do not have ready access to the internet [contact Carolyn Stapleton, Principal Network Adviser, AGPN by email cstapleton@agpn.com.au or phone 02 6228 0836 or 02 6228 0828].

Additional resources including recommended readings, case studies with sample self-management plans, care plan templates and resources to assist building a business case are available at

www.cvcprogram.net.au/resources .

A further three Modules will be released progressively over the next nine months:

- **The Flinders Program for Veterans** (Chronic Condition Management & Self Management Support – Care Planning)
- **Integrating the Flinders Program for Veterans with Disease Specific Care**
- **Social Isolation and Veteran Carers’ Needs**

Further details about the CVC Program can be found at www.cvcprogram.net.au

AGPN acknowledges that the funding for this program is from the Department of Veterans’ Affairs.

Articles of interest

- [Decision support systems: a general practice research journey](#) (Open Access)
- [Electronic health records and quality of diabetes care](#)
- [Regular primary care lowers hospitalisation risk and mortality in seniors with chronic respiratory diseases](#) (Open Access)
- [Routinely recorded patient safety events in primary care: a literature review](#)

Veterans’ Health Week: 24-30 October

The [Department of Veterans’ Affairs](#) has developed information [resource kits \(Word 290Kb\)](#) for organisations wishing to get involved in Veterans’ Health Week this year. Veterans’ Health Week provides an opportunity for veterans, war widows, widowers and their families to celebrate the strengths of the veteran community. This year's focus is on **mental wellness**—encouraging members of the veteran community to think about their health and wellbeing and consider making positive changes to their lifestyle to live a stronger, healthier and happier life. DVA is partnering with ex-service organisations and community groups to develop a program of fun and interactive *Veterans’ Health Week* activities at a local level.

Carers Week - October

[Carers Australia](#) and Carers Associations invite all Australians to be part of [Carers Week 2011](#).

Carers Week is Australia's annual celebration of carers and this year will run from Sunday 16 October to Saturday 22 October. Carers Week 2011 aims to raise awareness of carers, the caring role and relationships, and carer supports and services.

Many great events will be conducted across the nation during Carers Week, including morning teas, launches, exhibitions, seminars and media talkback.

A carer is a person who provides unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged.

Carers Australia collaborates with the Carers Associations in each state and territory to represent the interests of carers and to deliver supports and services for carers in Australia.

National Health Reform

On the health reform front, the Department of Health and Ageing has a new publication out called [National Health Reform: progress and delivery](#). It's also available at the [yourHealth](#) website.

Primary Source: subscription

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- Mental Health
- Quality Use of Medicines
- Coordinated Veterans' Care Program
- Events

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**AGPN acknowledges the financial support of the
Australian Government Department of Health and Ageing**

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