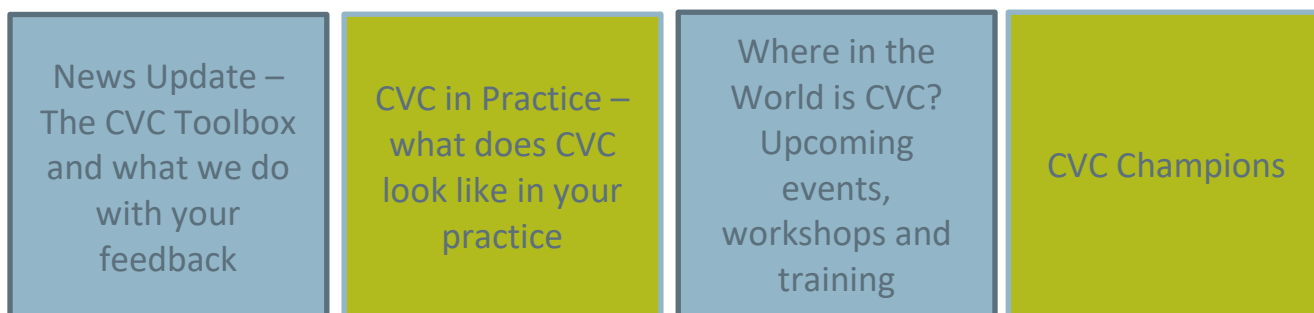


August 2019

Welcome to the first issue of the CVC Practice News. In this newsletter we will outline any updates and changes to the CVC Program, highlight the great work being done by practices in the 'CVC in Practice' section and provide information on any upcoming events, workshops or training.

We invite you to send in your comments, feedback and your own practice stories.

In this Issue



News Update

Over the past few months we have requested your feedback on various topics to help us improve the delivery of the CVC Program. The input you provide enables us to better understand how the CVC Program is delivered 'in Practice' and how the Department can better support you to deliver the CVC Program to Veterans.

Some of the great feedback we have received is helping to inform us on:

- The CVC Toolbox
- DVA website
- CVC Care Plans
- Online Training Resources

The CVC Toolbox

The CVC Toolbox provides you with tools to assist you in understanding, enrolling and managing patients in the CVC Program. Here you can check patient eligibility, have access to a CVC Care Plan template, and understand and schedule future claiming dates.

As a result of speaking with many of you at conferences and workshops, a feedback survey and engagement with our CVC Champions, we have made some changes to the CVC Toolbox.

What you said	What we have done
The wording on the claiming and payments page was unclear.	The claiming and payments page has been updated to help clarify the process. After additional feedback a graphic to illustrate the claiming cycle has been added.

DVA Website

The CVC pages on the DVA website have had several updates. We are working to further clean up and simplify the information we provide through the website.

What you said	What we have done
The page was difficult to navigate and the content was not as clear as it could be.	We have improved the page navigation, tidied up the information, removed duplicate information and simplified the page to make it easier to find information.

CVC Care Plans

We sent out a survey in December 2018 seeking your feedback on the Comprehensive and Patient Friendly Care Plan templates we had available on the website. Our goals were to identify the current use of our care plan templates, and opportunities for improvements.

What we found	What we are doing
Practices are using a variety of care plan templates Almost two-thirds of practices are updating care plans quarterly. It is important that any templates are able to be pre-populated with patient information in Practice Management Systems. It is important for care plans to track progress against goals. Patient Friendly Care Plans aren't used as part of good practice, as the Care Plan is already developed in collaboration with the patient and set out in a patient friendly way.	We no longer have a Patient Friendly Care Plan template. We are encouraging a quarterly review of the Care Plan to ensure it remains a living document, with goals kept current, approaches adjusted as necessary, and outcomes celebrated. We are doing an in-depth investigation into care plans to better understand the elements of 'leading practice' in care plan design. Following our findings we look forward to engaging with you again and working on easy to use resources that promote quality planning within the CVC Program.

CVC Online Training Resources

Following the cessation of the CVC Online Training in October 2018, we have sought your feedback regarding training needs and priorities and undertaken a comprehensive review of relevant training options.

What we found	What we are doing
We found out that there is a strong interest in the provision of online training modules but that most people don't have a lot of time to dedicate to completing them.	We are currently planning a new approach to online training resources which we will share with you soon. We have been increasing our presence across Australia at various conferences and PHN events, in order to meet and connect with as many of you as possible and provide opportunities for learning around requirements and administration of the CVC Program.

CVC Fee Update

As of 1 July 2019 the CVC Program Fees were updated with the annual indexation.

The below table contains the updated fees. This is also available through the website.

	Initial Incentive Payment		Quarterly Care Payment		Total year 1	Total year 2 onward
	\$	Item #	\$	Item #		
GP with practice nurse	\$437.45	UP01	\$456.50	UP03	\$2263.45	\$1826.00
GP without a practice nurse	\$273.40	UP02	\$205.05	UP04	\$1093.60	\$820.20

CVC in Practice

Carolyn and Anna from the CVC Team recently we visited some of our CVC practitioners in sunny North Queensland.

The trip to Townsville included running CVC Workshops, organised with the help of the Northern Queensland PHN, meeting with Ex-Services Organisations to promote the CVC Program to veterans, and meeting with one of the practices delivering the CVC Program to a large number of eligible veterans in the Townsville area.

Dr Paco Munoz and Rebecca Porter, the Practice Manager at Rosslea Medical Centre were extremely welcoming and it was great to have the chance to meet with them and discuss how the practice has been set up to optimise service delivery to veterans. Dr Paco has the most enrolled veterans in the CVC Program with 198 at present.

Thank you Dr Paco, Rebecca and everyone at Rosslea for hosting us, and the time and energy you dedicate to delivering the CVC Program to veterans.



We would love to hear from you about how you are delivering CVC in Practice. Please send your stories and feedback though to the CVC Program inbox.

Where in the world is CVC

The CVC Program Team is working closely with PHNs and Peak Bodies to identify opportunities to come out and present workshops and attend conferences to increase awareness of the CVC Program and meet with as many of you as possible.

We are looking at opportunities in Darwin and Tasmania later in the year. Keep an eye on the newsletters and the website for upcoming events and workshops.

CVC Champions

We are keen to work more closely with interested Nurses and GPs delivering the CVC Program and have started a key consultative group we call the CVC Champions.

We are currently looking to build our CVC Champions group – which is made up of individual CVC practitioners who have self-nominated to work with DVA to support the continuous improvement of the CVC Program. As a Champion we would look to you to provide feedback on new ideas or updated and reviewed resources, an occasional email, survey or phone call would be all that's required so there's minimal effort needed but to us, it's highly valued input to inform the development of the program.

Contact Us

We are always happy to hear from you and to help with questions you might have about the CVC Program. Please feel free to contact us with your feedback, queries and compliments (of course). The best way to get in contact with the CVC Team is via email.

We attempt to keep the information on the website up-to-date so it is always a good resource for you if you are looking for information on the Program. We look forward to hearing from you and hopefully meeting more of you throughout the year.

E | cvcporogram@dva.gov.au W | www.dva.gov.au/cvc P | 1800 555 254