

Coordinated Veterans' Care Program

Overview



The Coordinated Veterans' Care Program is a new DVA program to better manage and coordinate primary and community care for Gold Card holders who are most at risk of being admitted or readmitted to hospital. The CVC program is focussed on providing additional support for veterans who have the following chronic

conditions:

- Congestive heart failure
- Coronary artery disease
- Pneumonia
- COPD
- Diabetes

The program uses a proactive approach to improve the management of the participants' chronic diseases and quality of care, and involves a care team consisting of the general practitioner, nurse coordinator and participant (and carer if applicable).

GP's can claim an Initial Incentive Payment for enrolling a patient in the program, in addition to Quarterly Care Payments for ongoing care.

Veterans may be enrolled in the program following receipt of a letter from DVA advising they have been identified as a potential participant, identified by the GP as a potential participant, or by a veteran self referring for the program.

Eligibility

Eligible veterans consenting to participate must have a needs assessment performed and a GP Care Plan completed. The GP also needs to appoint a care coordinator who is either a practice nurse, an Aboriginal health worker, or a community nurse from a DVA contracted community nursing provider.

Role of Care Coordinator

The care coordinator is responsible for:

- Receiving the GP Care Plan & referral
- Monitoring Care Plan progress
- Providing health coaching and counselling
- Providing a copy of the GP Care Plan to other health care providers as indicated and monitoring actions
- Liaising with CVC participant's carer in the delivery of cares
- Maintaining accurate records of all actions and coordination activities, and feed back to GP as appropriate

- Maintaining regular contact and undertaking a home visit at least every 28 days.

DVA contracted Community nursing providers in Wide Bay can be found [here](#).

CVC Support

To support GP's, practice staff and community nursing providers to provide the Coordinated Veteran's Care Program, staff involved with the program are encouraged to complete the fully accredited training modules to assist with rollout of this initiative. [Module 1 Coordinated Veterans' Care: Is your Service Ready?](#) is now available.

Module 2 will be conducted at GP Links Wide Bay (Bundaberg office) on Saturday 17th March 2012, first floor, 6 Barolin St.

Module 2 training date for Fraser Coast to be advised.

Field support for the CVC program is provided by GP Links Wide Bay. For any queries regarding the CVC program, or assistance with preparing your practice for CVC, please contact jgamlin@gplinks.org.au.

Comprehensive information on the CVC program including billing information can be accessed [here](#).