

# Health Care Home Risk Stratification Tool User Guide

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# 1. Identification of Potential Health Care Home Patients

Potentially eligible HCH Patients are identified from a practice scan that automatically extracts anonymous data from patient records within the practice clinical software, and draws out a list of potentially eligible patients for the practice to work with.

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Extensions** (Fig 1)
2. Click **Potential HCH Patients..** (Fig 2)
3. Select a location to store the CSV file of potential patients and the scan will begin. *Please note this may take some time. The extension will show the progress.*
4. Once complete, the CSV file can now be opened in Excel and will show the list of potential patients (Fig. 3)
5. The practice can now use this list to recruit potentially eligible patients to the Health Care Homes Model.

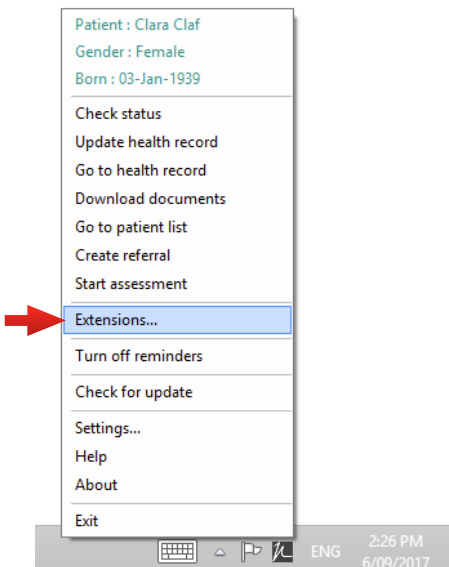


Figure 1: Precedence Connector Menu

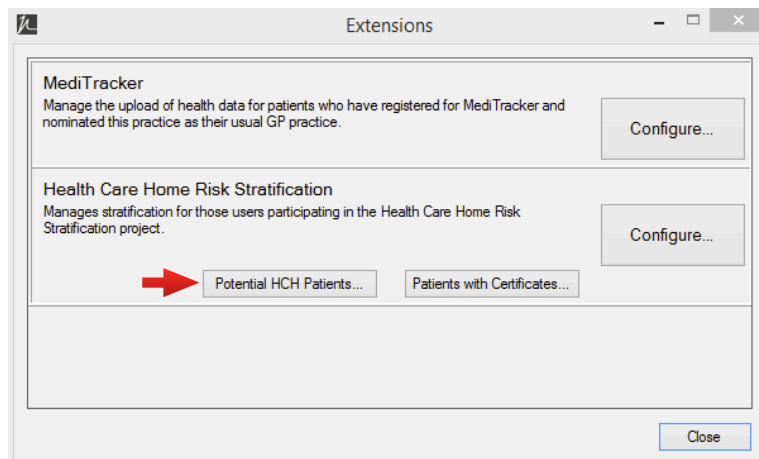


Figure 2: Extensions Pop Up

	A	B	C	D	E	F	G	H	I	J	K
1	First name	Last name	Gender	Date of birth	Medicare no	Expiry date	Tier	Certificate no	Hospitalisation Probability	HARP	Error
2	Kate	Nation	Female	2-Mar-66	5235874041	25-Sep-18	Tier 3	66349546	1	36	
3	Kate	Nation	Female	2-Mar-66	5235874041	25-Sep-18	Tier 3	66349615	1	33	
4	Kate	Nation	Female	2-Mar-66	5235874041	25-Sep-18	Tier 3	66349590	1	32	
5	Kate	Nation	Female	2-Mar-66	5235874041	26-Sep-18	Tier 2	66350318	1	20	
6	Kate	Nation	Female	2-Mar-66	5235874041	26-Sep-18	Tier 3	66350851	1	34	
7	Kate	Nation	Female	2-Mar-66	5235874041	28-Sep-18	Tier 2	66380708	1	23	
8	Constance	Cannings	Female	14-Jul-65	3660973951	30-Nov-18	Tier 3	66657219	1	26	
9	Kate	Nation	Female	2-Mar-66	5235874041	22-Dec-18	Tier 3	66753356	0.06725669	26	
10											
11											
12											
13											
14											

Figure 3 : Potential Patients List CSV

## 2. Eligibility Notification

Each provider will need an account with Precedence and the Precedence Connector installed and setup on their machine (refer to installation guide).

1. When a patient record is opened in the practice software, the Precedence connector automatically scans whether the patient may be eligible for the Health Care Home Model of Care. If potentially eligible, a pop-up will appear (Fig 4)

**Note: This pop-up will only appear once for each patient**

2. To start the Assessment click **Start Assessment** (Fig 4)
3. If you have closed, or do not get the pop-up for the eligible patient you can still start the assessment. With the patient record open, click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Start Assessment** (Fig 5)
4. A Browser window will now open with a consent question to begin the assessment

Note: Please refer to page 9 for additional assessment of patients who are not automatically considered eligible.

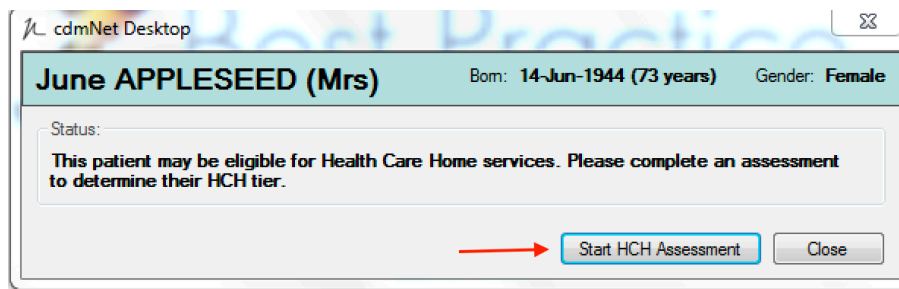


Figure 4: HCH Pop Up

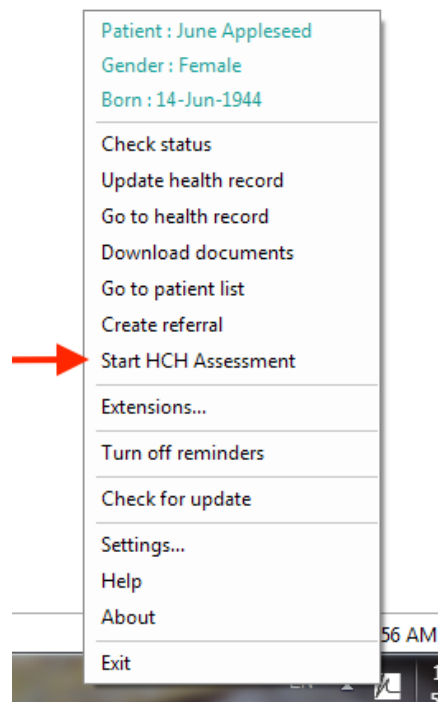


Figure 5: Start HCH Assessment

### 3. Patient Consent

Before beginning the assessment, patient consent to enrolling in the Health Care Home trial and the use of their anonymous data must be obtained.

1. After explaining the process to the patient, tick the check box (Fig 6)
2. To start the Assessment click **Continue** (Fig 6)

#### Complete Assessment: Consent

From: Dr Mavis Black  
Date: 22-Dec-2017 9:56 AM (Australia/Melbourne)

The patient is potentially eligible to participate in the Health Care Homes program.

I declare that the patient:

- has consented to provide personal information to the Commonwealth Department of Health to assess eligibility
- understands the information will not be used for any other purpose
- is aware that the Health Care Homes Patient Information Statement includes privacy information and can be found at [health.gov.au](http://health.gov.au)

*(Required to continue.)*

Figure 6: Patient Consent

## 4. Completing the Assessment

The Hospital Admissions Risk Program Risk Calculator (HARP) Assessment can now be completed. Parts of the assessment are pre-filled where possible using information extracted from the practice software.

1. Complete the remaining sections of the Assessment using the Check Boxes.
2. To cancel the Assessment, select **Cancel** (Fig 7). All patient information will be removed. To complete a HARP Assessment for the patient you will need to start the process again.
3. Once the Assessment is complete, select **Finish** to proceed to the the HCH Risk certificate.

cdm1net Patients | Appointments | Reports | Surveys | Resources | Preferences | Help | Log Out  
Logged in as Dr Heather Lomey (GP)

**Clara CLAF**  
Born: 3-Jan-1939 (78 years) Gender: Female Medicare: 3614 59246 1 DVA: QWAR1990 — Gold IHI: None Recorded  
79 Heather St, Melbourne, Victoria, 3000

**Create Assessment: Hospital Admission Risk Program (HARP)**  
This assessment aims to determine the risk of people with chronic or complex care needs presenting to hospital for treatment in the following 12 months and defines the entry point for health services. The risk screen is based on presenting clinical symptoms, service access profile, self-management, and psycho-social issues.

**PART A: CLINICAL ASSESSMENT**

**1. Presenting Clinical Symptoms**

Mark each symptom that the patient presents:

- Diagnosis of Chronic Respiratory condition such as COPD, Paediatric asthma
- Diagnosis of Chronic Cardiac condition such as CHF, Angina
- Diagnosis of Complex care needs in frail aged such as dementia, falls, incontinence
- Diagnosis of Complex care needs in people under 55yrs such as mental health issues
- Co-morbid diagnosis of diabetes and/or renal failure and/or liver disease

**Score: 2**

**2. Service Access Profile**

Mark each service access issue that the patient presents:

Cancel Finish

Figure 7: HARP Assessment

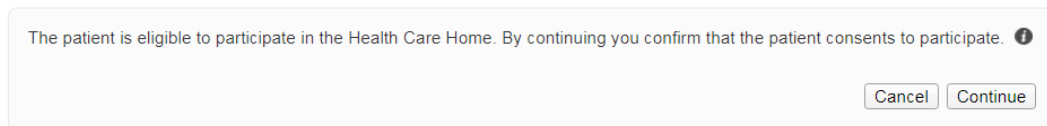
## 5. Risk Stratification Certificate

An assessed HARP scores of 5 or greater means the patient is eligible for the Health Care Home program. Once the assessment is complete, the Risk Stratification Tool will indicate if the patient is eligible for Health Care Home or not. If they are eligible, click **Continue** to confirm the patient consents to participate in Health Care Homes, and to view the Certificate (figure 8).

After clicking continue, the Health Care Homes certificate is displayed in the browser. This document confirms a patient's eligibility and states the patient's Risk Tier along with other information required for enrolment

**You must download the certificate to retain a copy of the Certificate Number. If you do not download the certificate you will need to repeat the assessment to obtain a certificate number for the patient**

### The patient is eligible to participate



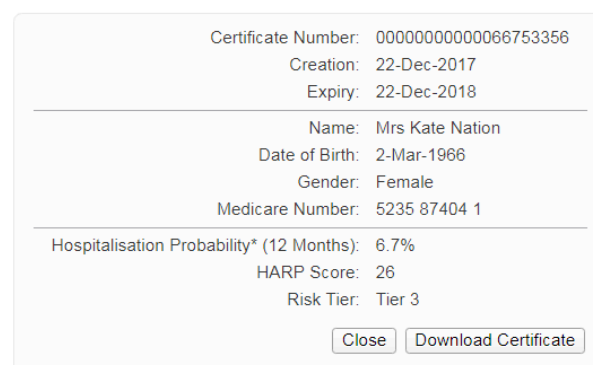
The patient is eligible to participate in the Health Care Home. By continuing you confirm that the patient consents to participate. ⓘ

Cancel Continue

Figure 6: Patient consent to HCH

1. Download the certificate to your computer by selecting **Download Certificate** (Fig 9)
2. The certificate has been downloaded to your practice import folder within your practice software.
3. Close the certificate by selecting **Close**
4. Patient information has now been removed from the Risk Stratification Tool. This can now be actioned in to the patient record in your practice software as per usual processes.

### Health Care Home Risk Stratification Certificate



Certificate Number:	00000000000066753356
Creation:	22-Dec-2017
Expiry:	22-Dec-2018
<hr/>	
Name:	Mrs Kate Nation
Date of Birth:	2-Mar-1966
Gender:	Female
Medicare Number:	5235 87404 1
<hr/>	
Hospitalisation Probability* (12 Months):	6.7%
HARP Score:	26
Risk Tier:	Tier 3

Close Download Certificate

\* Emergency or preventable

Figure 9: HCH Certificate

## 7. Patients with Certificates

The Risk Stratification Tool can produce a list of assessed patients with Health Care Homes Certificates. This may assist you to compare lists of potential, assessed or enrolled patients.

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Extensions** (Fig 10)
2. Click **Patients with Certificates** (Fig 11)
3. Select a location to store the CSV file of patients with certificates and the scan will begin. *Please note this may take some time. The extension will show the progress.*
4. Once complete, the CSV file can now be opened in Excel and will show the list of patients the practice has that have completed the Assessment and received a HCH Certificate. This list includes the expiry date and tier (Fig 12)

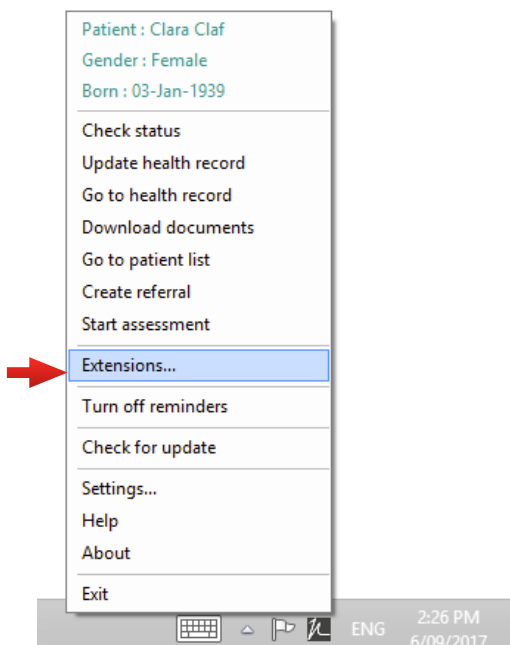


Figure 10: Precedence Connector Menu

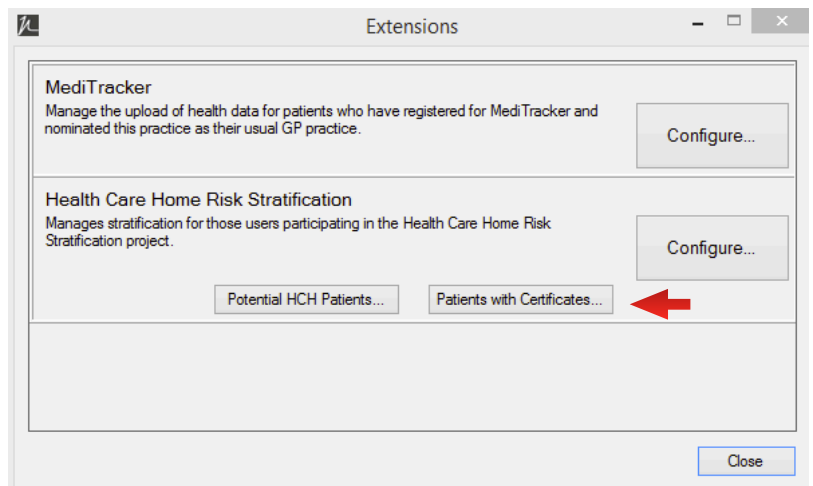


Figure 11: Extensions Pop Up

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1	First name	Last name	Gender	Date of birth	Medicare no	Expiry date	Tier	Certificate no	Hospitalisation Probability	HARP	Error
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3	Ernie	Cooper	Female	2-Mar-66	5235874041	25-Sep-18	Tier 3	66349615		1	33
4	Kale	Black	Female	2-Mar-66	5235874041	25-Sep-18	Tier 3	66349590		1	32
5	Jim	Mowing	Female	2-Mar-66	5235874041	26-Sep-18	Tier 2	66350318		1	20
6	Kate	Nation	Female	2-Mar-66	5235874041	26-Sep-18	Tier 3	66350851		1	34
7	Kelly	Bernie	Female	2-Mar-66	5235874041	28-Sep-18	Tier 2	66380708		1	23
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9	Kate	Nation	Female	2-Mar-66	5235874041	22-Dec-18	Tier 3	66753356	0.06725669		26

Figure 12 : Patients with Certificates CSV



## 8 . Adding a patient who was not considered eligible

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Start Assessment** (Fig 13)
2. As the patient was not determined to be at risk, the provider must mark that they consider them to be at risk and give a reason before noting patient consent and beginning the assessment (Fig 14).

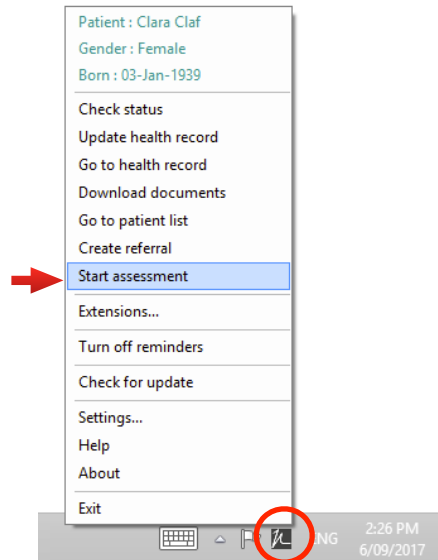


Figure 13: Start Assessment

### Complete Assessment: Consent

From: Dr Mavis Black  
Date: 22-Dec-2017 9:42 AM (Australia/Melbourne)

**Note that this patient was not identified as 'at risk'. By continuing you acknowledge that:**

- The patient's record has been reviewed and is current and accurate, and that omission from eligibility is not a matter of insufficient data.
- Your clinical assessment is that this patient meets the clinical level of risk for inclusion in the Health Care Home.

**Please provide the reason. (Required to continue.)**

Reason:

The patient is potentially eligible to participate in the Health Care Homes program.

I declare that the patient:

- has consented to provide personal information to the Commonwealth Department of Health to assess eligibility
- understands the information will not be used for any other purpose
- is aware that the Health Care Homes Patient Information Statement includes privacy information and can be found at [health.gov.au](http://health.gov.au)

(Required to continue.)

Figure 14 : Reason for enrolment and consent

## 9 . FAQs

### **Do I need to re-run the 'Potentially eligible Patients scan' if a patients condition changes or there is a new patient?**

No, each time you open a patient in the practice software, it will scan whether the patient may be eligible. Repeat the potentially eligible patients scan if you want to check for new patients to contact and recruit to the HCH model.

### **I forgot to download the Certificate**

You will need to repeat the assessment and obtain a new certificate.

### **Repeating an assessment for a patient with a certificate**

To repeat an assessment for a patient who already has a certificate, you will need to repeat the assessment from the beginning. You will be issued a new certificate number.

### **Completing an assessment for an existing cdmNet patient**

There is no difference in process if the patient already has a cdmNet health record. The risk stratification is completely separate to the care planning component of cdmNet.

### **When should I run the 'Potentially eligible patients scan'?**

Run the scan at the end of a business day rather than during a busy time, due to the possibility that it may take some time to complete the initial scan.

### **Why are some patient factors not stored for repeat assessments?**

Patient data that is not part of your medical records is only stored in the browser session for the assessment. This approach ensures sensitive patient data remains private. To maximise the pre-filling of the HARP assessment, ensure that your medical records are complete.

# Precedence Support

For further assistance or technical support please contact the Precedence Help Desk.

**Phone:** 1300 236 638 between 8.30am and 7pm (AEST) Monday to Friday

**Email:** [support@precedencehealthcare.com](mailto:support@precedencehealthcare.com)