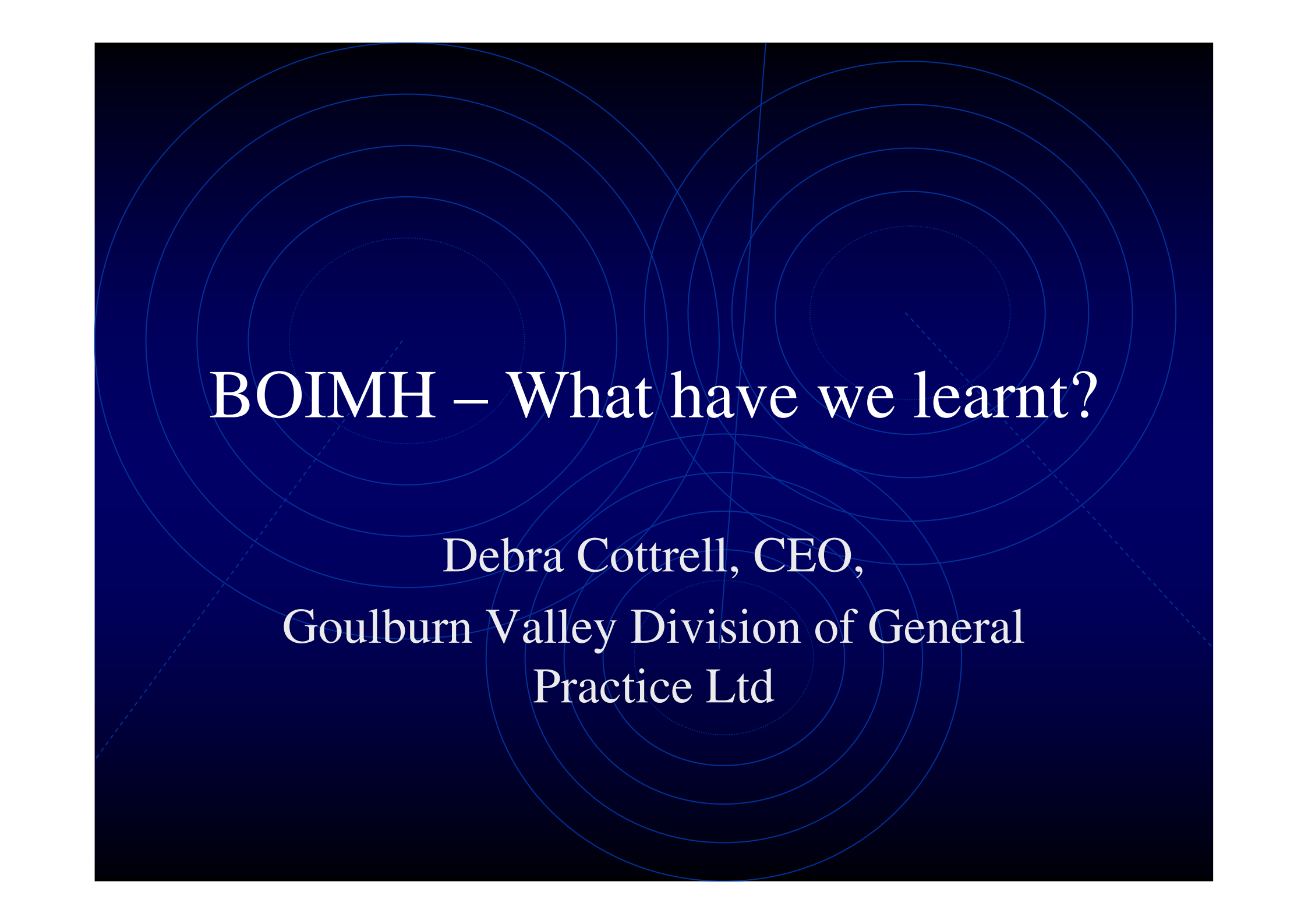




BOIMH – What have we learnt?

Debra Cottrell, CEO,
Goulburn Valley Division of General
Practice Ltd

The background of the slide is a dark blue gradient. Overlaid on this background are several sets of concentric circles in a lighter blue color. These circles are centered at different points, creating a pattern that resembles ripples in water or a target. The text is centered within this pattern.

All a GP needs to know to
access our Division's mental
health program is.....

what planet they are on



Shepparton & Mooroopna

.....are from VENUS
(RRMA 3)



Cobram, Kyabram, Murchison, Nagambie,
Nathalia, Numurkah, Rushworth &
Tatura.....

are from MAHS.
(RRMA 4-7)

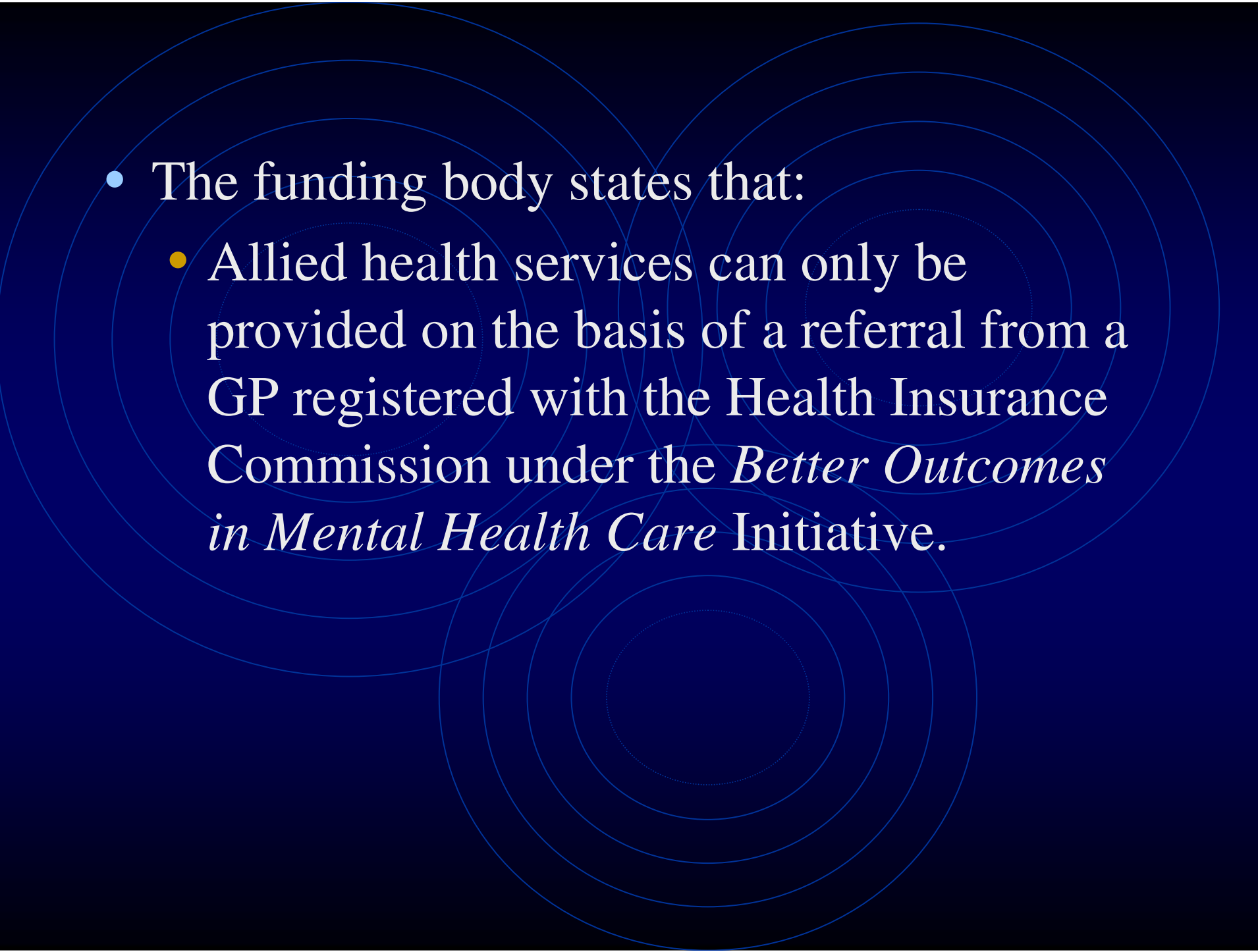


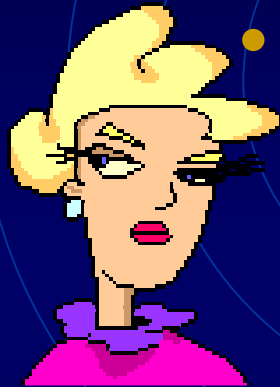
Aim of the Program

- To enable general practitioners registered with the Initiative to access focussed psychological strategies from allied health professionals, to support their patients with mental health problems.

- Fairly prescriptive program with funding body determining access, types of interventions, and qualifications required by allied health providers contracted to the program



- 
- The background of the slide features a dark blue gradient with several sets of concentric circles in a lighter blue color. These circles are centered at different points, creating an overlapping pattern that fills the background.
- The funding body states that:
 - Allied health services can only be provided on the basis of a referral from a GP registered with the Health Insurance Commission under the *Better Outcomes in Mental Health Care* Initiative.



- So.....those GPs that have skilled up can refer patients to a psychologist....those that haven't have to treat the patient's mental health condition themselves.....hmmmmm

Equity issue for patients?

How the program works?

- Eligible GPs are provided with:
 - Allied Health Scripts, entitling the patient to a maximum of six episodes of care with a psychologist to the value of \$95 per visit per patient

Allied Health Script



Goulburn Valley Division of General Practice Ltd
Fax to 03 58315398

Allied Health Script N°: 0090

Expires: 30 June 2005

One copy of this Script is to be provided to the patient and one copy is to be sent to the Division.

This Allied Health Script is for up to six counselling sessions provided by the nominated service. The first appointment must be made prior to the expiry date.

The Commonwealth Department of Health & Ageing funds this program. However, some services participating in the program will ask for a patient contribution. Where this applies, the amount is shown below.

Referral to:

Clinician: _____

Service: _____

Address: _____

Telephone: _____ Fax: _____ Co-payment \$ _____

Referring General Practitioner

GP: _____

Practice: _____

Date referral provided: ____/____/____

Minimum Data Set Requirements:

Patient's date of birth ____/____/____

☐ Male ☐ Female

Has the patient ever received specialist mental health care before? ☐ No ☐ Yes

Is the patient receiving any of the following psychotropic medication? (Please tick)

- ☐ Benzodiazepines and anxiolytics
- ☐ Antidepressants
- ☐ Phenothiazines & major tranquillisers
- ☐ Mood stabilisers

The information contained in this referral is privileged and cannot be disclosed to any other party. If you have received this document in error, copying or distribution is prohibited. Please notify the sender immediately on the listed number and return the original. Thank you for your cooperation.

Rob Fairmaid
PO Box 1074,
Shepparton. Vic. 3630.
Fax: 03 58315398 Telephone: 03 58315399

GPs also get....

- List of contracted psychologists & the co-payment required
- Patient information brochures

GPs directly refer to psychologists



Financial liability

- Our system to track outstanding financial liability has been seriously lacking.....
- Currently doing an audit with psychologists re the status of each individual Allied Health Script issued



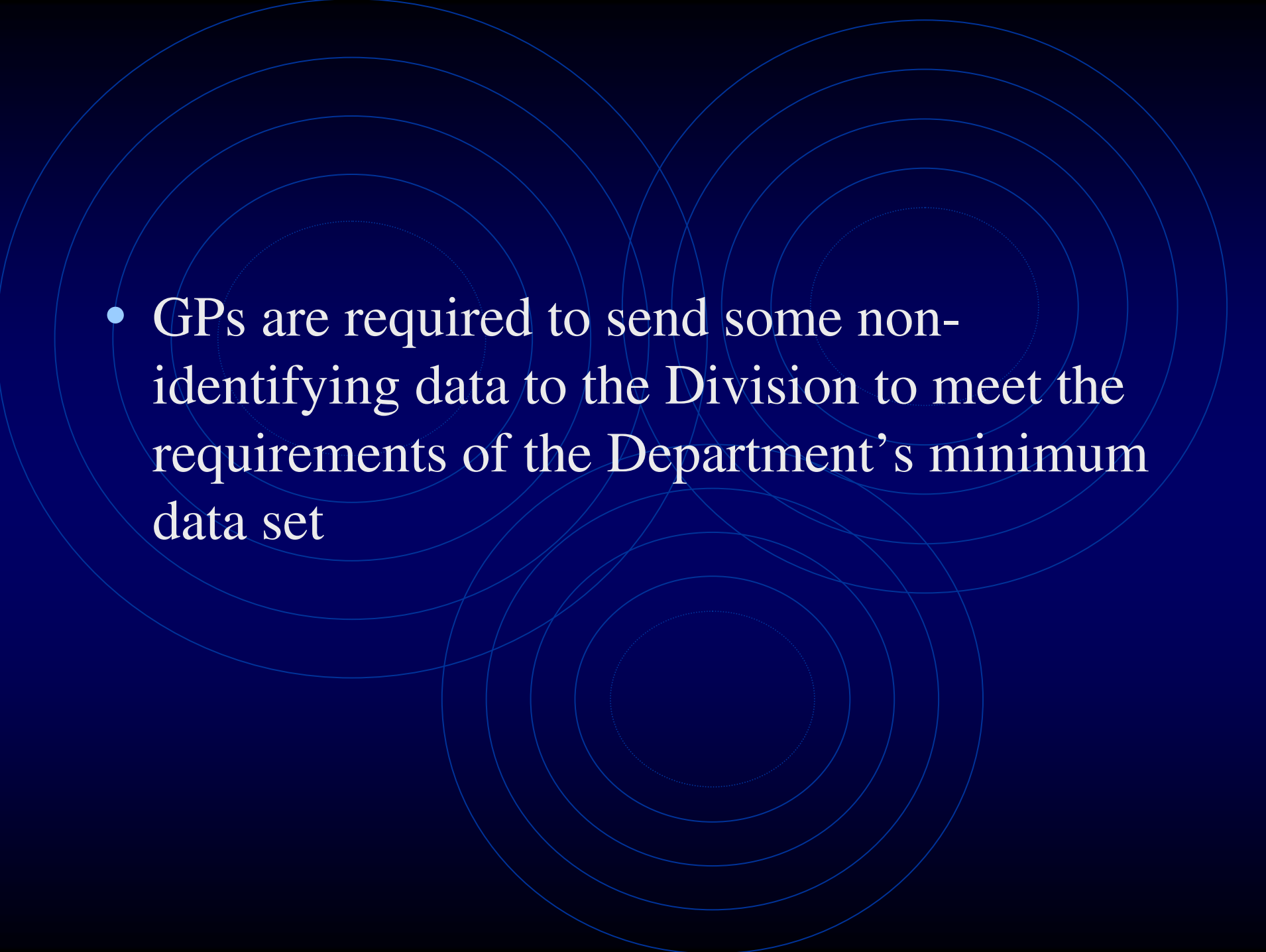
Statistics

To 30 November 2005:

17 psychologists registered with the program

16 GPs registered with the program

194 Allied Health Scripts issued

- 
- GPs are required to send some non-identifying data to the Division to meet the requirements of the Department's minimum data set

- Psychologists are required to provide the Division with (lots of) non-identifying information to meet these requirements



Aligning processes

- MAHS & VENUS forms have been standardised (Allied Health Script, Memorandum of Understanding, data collection requirements, GP feedback requirements etc.)

Feedback – March 2005

Psychologists

- 7 psychologists surveyed
- 3 hadn't received any referrals at this point
- 100% wanted to continue to be involved in the program

Feedback – March 2005

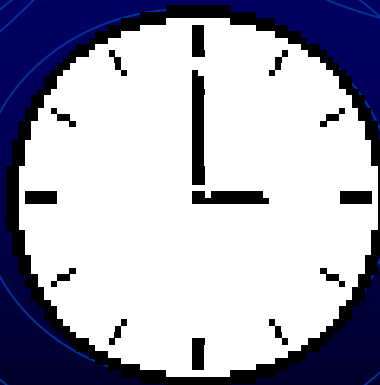
- 2 found the program valuable & 2 extremely valuable in assisting patients to access their service
- 2 thought the administrative processes were reasonable and two thought they were not difficult but time consuming

GP

- 7 GPs completed surveys
- 6 thought the program was valuable to extremely valuable in assisting them to manage their patients mental health (one said mildly valuable)
- 4 would refer more patients if they had more Allied Health Scripts

GP

- 2 thought the administrative requirements were reasonable, 2 said not difficult but time consuming and 3 said it was a simple process.



GP Quote

- “I have many stories where I believe the VENUS program has contributed to very positive outcomes for people who would previously have had no access to psychologists.”



Clients

- 13 clients returned surveys
- 6 waited less than two weeks for an appointment, five 2-4 weeks and two 4+
- 8 thought the waiting time was OK, 5 felt they waited too long.

Clients

- 11 were comfortable with the referral process
- 10 felt the GP gave them enough information
- 100% were comfortable with the psychologist they saw

Clients

- 100% felt they had benefited from the referral
- 9 felt the number of sessions had been adequate
- 100% felt their privacy & confidentiality had been respected at all times

Clients

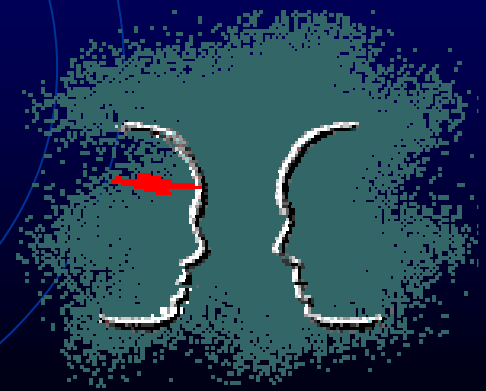
- 12 would be willing to go to a psychologist again
- 7 were not sure or felt they wouldn't have sought out any counselling help without this program – due to issues such as cost & not knowing who to go to

Clients

- 100% were satisfied that they were now better able to deal with the issues that led them to seek professional help
- 12 felt that the program had helped them manage their health

Patient Quote

- “The VENUS program has been my lifeline through my times of need. Thankyou.”



Sustainability

- ☒ Keep funding it, GPs keen for it to continue
- ☐ Remove the requirement for GPs to be registered with the Initiative:
 - Disadvantages patient
 - Encourages doctor shopping

There is absolutely no truth in the rumour
that the Division has been funded for a
proctology program and called it
URANUS

