

# Health Care Home Risk Stratification Tool User Guide

Version 5.11.0

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# 1. Identification of Potential Health Care Home Patients

Potentially eligible HCH patients are identified from a Practice scan. The scan extracts anonymous patient data from the Practices clinical software database and produces a list of potentially eligible patients. The potential HCH patients list will **not** include patients with a deceased or inactive status.

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: it is recommended the CSV file is generated outside of working hours as it may take some time.*
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.

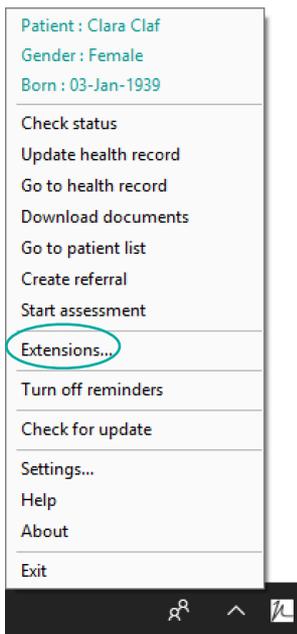


Figure 1: Precedence Connector



Figure 2: Extensions pop-up

	A	B	C	D	E	F	G
1	Patient ID	First name	Last name	Gender	Date of birth	Medicare no	Hospitalisation Probability
2	1	Janet	Jackson	Female	3-Apr-31	3634564181	0.18134438
3	2	Frank	Smith	Male	3-Apr-31	5718581831	0.18524595
4	3	Courtney	Jackson	Female	3-Apr-31	4378152401	0.18134438
5	9	Clara	Claf	Female	3-Jan-39	2916468171	0.23977648
6	21	Eli	Marsh	Female	4-Jan-55	2797716381	0.38049368
7	25	Sarah	Smith	Female	15-Jul-55	4799476601	0.10109784
8	26	Tony	Testing	Male	9-Jun-53	2522449801	0.10661028
9	30	Scott	Marsh	Male	4-Apr-34	2685755351	0.18333865

Figure 3 : Potential patients list CSV

## 2. Eligibility Notification

Each provider will need an account with Precedence (this will have been emailed to the Practice) 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 and select **Start Assessment** (Fig 5)
4. A browser window will now open, respond to the consent question to begin the assessment

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

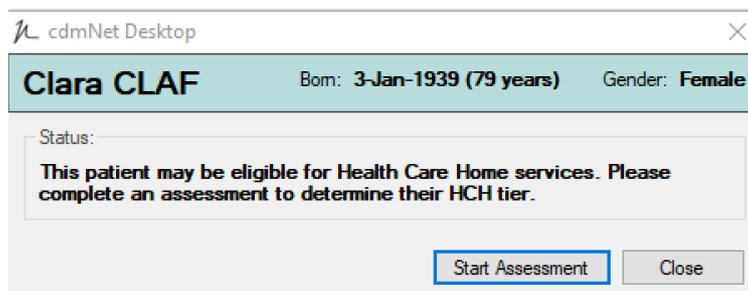


Figure 4: Assessment pop-up

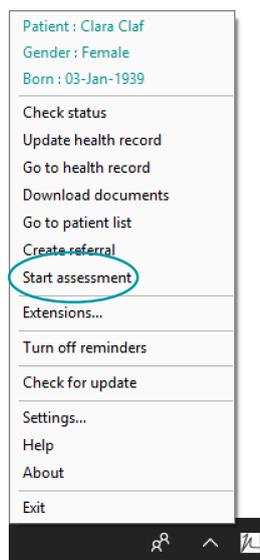


Figure 5: Start Assessment

### 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)

#### Health Care Home Risk Stratification

 **Clara CLAF** 79 years  
79 James St, Melbourne, Victoria, 3000

Born	Gender	Medicare	IHI
3-Jan-1939	Female	2916 46817 1	None Recorded

#### Complete Assessment: Consent

From: Dr Julia Hay

Date: 7-Mar-2018 11:42 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.)*

Cancel

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** (Fig 7) to proceed to the the HCH Risk certificate

The screenshot shows a web-based form titled "Health Care Home Risk Stratification". At the top, it identifies the patient as Clara CLAF, 79 years old, with the address 79 James St, Melbourne, Victoria, 3000. Below this, patient details are listed: Born 3-Jan-1939, Gender Female, Medicare 2916 46817 1, and IHI None Recorded. The main section is titled "Create Assessment: Hospital Admission Risk Program (HARP)" and includes a descriptive paragraph about the assessment's purpose. Underneath, there is a section for "PART A: CLINICAL ASSESSMENT" with a sub-section "1. Presenting Clinical Symptoms". This section asks the user to "Mark each symptom that the patient presents:" and lists five symptoms with checkboxes. The first and last items are checked. The "Score: 2" is displayed below the list. At the bottom right of the form, there are two buttons: "Cancel" and "Finish", both of which are circled in red.

**Health Care Home Risk Stratification**

**Clara CLAF** 79 years  
79 James St, Melbourne, Victoria, 3000

Born 3-Jan-1939 | Gender Female | Medicare 2916 46817 1 | IHI None Recorded

**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**

Cancel Finish

Figure 7: HARP Assessment

## 5. Risk Stratification Certificate

An assessed HARP score 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 (Fig 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

1. Download the assessment and certificate to your practice software by selecting **Download Completed Assessment and Certificate** (Fig 9)
2. Please note for **Google Chrome** 'Download Certificate' and 'Download Completed Assessment' are two separate buttons. Please select **Download Certificate** and then click **Download Completed Assessment**. Downloading the certificate is compulsory for funding details.
3. The certificate and assessment has now been downloaded to your practice import folder within your practice software.
4. Selecting **Close**
5. Patient information has now been removed from the Risk Stratification Tool. This can now be actioned into the patient record in your practice software as per usual processes.

### Health Care Home Risk Stratification Certificate

Certificate Number: 0000000000066965874  
Creation: 30-Apr-2018  
Expiry: 30-Apr-2019

---

Name: Consent Test  
Date of Birth: 28-Sep-1935  
Gender: Female  
Medicare Number: 3699 09686 1 / 1

---

Hospitalisation Probability\* (12 Months): 17.2%  
HARP Score: 18  
Risk Tier: Tier 2

Close Download Completed Assessment and Certificate

\*Emergency or preventable

HARP score range	HCH Tier
0-4	Not eligible: below threshold
5-12	Tier 1
13-23	Tier 2
24+	Tier 3

Figure 10: HARP score Thresholds

Figure 9: HCH Certificate

## 6 . 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 11)
2. Click **Patients with Certificates** (Fig 12)
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 Health Care Home certificate. This list includes the expiry date and tier (Fig 13)

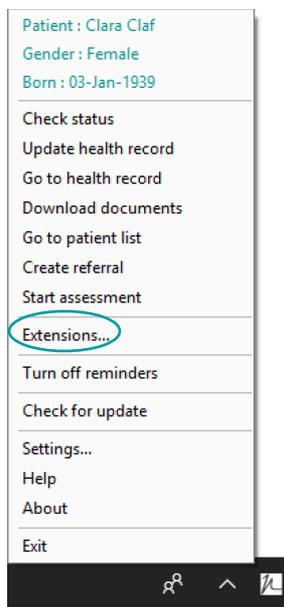


Figure 11: Precedence Connector Menu



Figure 12: Extensions pop-up

	A	B	C	D	E	F	G
1	Patient ID	First name	Last name	Gender	Date of birth	Medicare no	Hospitalisation Probability
2	1	Janet	Jackson	Female	3-Apr-31	3634564181	0.18134438
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9	30	Scott	Marsh	Male	4-Apr-34	2685755351	0.18333865

Figure 13 : Patients with Certificates CSV

## 7 . 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 14)
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 15).

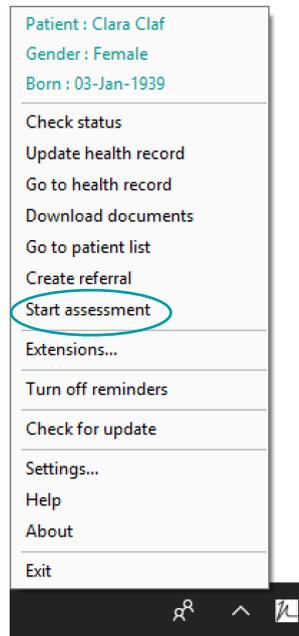


Figure 14: Precedence Connector menu

### 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 15 : Reason for enrolment and consent

## 8. Creating a Data Quality Report

The data quality report creates a list of your patients who have missing or out of range data. The report will include patients who have attended the practice in the previous 24 months and have at least one chronic disease as recognised by cdmNet. The report will **not** include patients with a deceased or inactive status. This report can be generated at any time.

The data quality report is compatible with Best Practice, Medical Director, ZedMed and Communicare.

1. Select the **Extensions** option from the Precedence Connector menu (Fig 16)
2. Scroll down to the bottom of the 'Extensions' window, and select the option to **Start** a Data Quality Report (Fig 17).

*Please note it is recommended that this report is run overnight.*

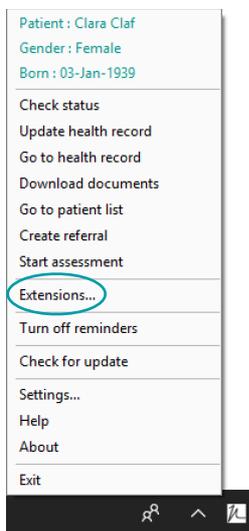


Figure 16: Precedence Connector menu

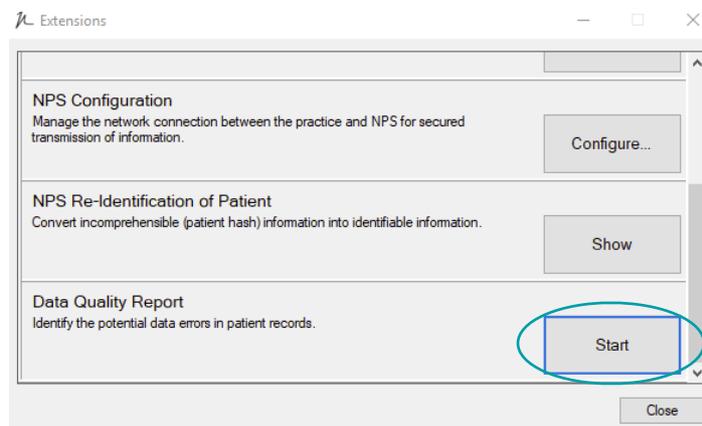


Figure 17: Extensions Menu

3. Confirm where you would like this report to be located and select **Save**
4. The Precedence Connector will now generate and save the report as an Excel file in your desired location
5. The excel report file will list all your current patients with missing or faulty data (Fig 18).
  - An X in the field column indicates no value has been entered
  - An O indicates the data is out of range.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Patient Name	Date of Birth	Medicare Number	Gender	Date of Birth	Medicare Number	Gender	ATSI Status	Alcohol Status	Smoking Status	Height (cm)	Weight (Kg)	BMI	Blood Pressure (mmHG)	
1	Janet Jackson	30/8/89		F		X		X	X	X				O	
3	Frank Spencer	7/2/98	4902464541/4	M				X							
4	Courtney Jackson	1/9/72		F		X								X	
5	Donald Duckie	4/6/1845	4508047661/1		O		X	X	X	X		O	O	X	

Figure 18 Data Quality Report

### **Do I need to re-run the 'Potentially eligible patients scan' if a patient's 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)