



Australian Government

Information kit for residential aged care experts and peak organisations

Understanding, communicating, and supporting the General Practice in Aged Care Incentive

Effective – August 2024



Contents

<u>Information kit for residential aged care experts and peak organisations</u>	1
<u>About this resource</u>	3
<u>Disclaimer</u>	3
<u>Background</u>	4
Health care for all people matters	4
Supporting better care	4
Benefits for residential aged care residents	4
Benefits for residential aged care providers	5
<u>Part 1: Understand the General Practice in Aged Care Incentive</u>	6
MyMedicare	6
General Practice in Aged Care Incentive fact sheets	6
Patient journeys	6
<u>Part 2: Communicating about the General Practice in Aged Care Incentive</u>	7
Information sessions	7
Distribute written information	8
<u>Part 3: Supporting implementation</u>	9
Draft words for your website	9
Draft newsletter article	10



About this resource

This information kit provides a range of resources for aged care experts and peak organisations to help you to **understand, communicate and support** the General Practice in Aged Care Incentive with your membership and community.

It has 3 parts:

- Part 1 – information to help you **understand** the design, eligibility requirements and benefits of the incentive
- Part 2 – information, a presentation and speaker notes to help you **communicate** about the incentive
- Part 3 – suggested wording to promote and **support** the incentive's implementation.

This information kit is complemented by a number of other resources available on the Department of Health and Aged Care website at health.gov.au/our-work/gpaci.

Disclaimer

These guidelines and tools are for information purposes to support the introduction of the General Practice in Aged Care Incentive.

The Australian Government may alter arrangements for the General Practice in Aged Care Incentive at any time and without notice. The Australian Government does not accept any legal liability or responsibility for any injury, loss or damage incurred by the use of, reliance on, or interpretation of the information provided in these guidance or associated tools.



Background

Health care for all people matters

Residential aged care home residents have higher rates of multiple complex conditions, including frailty and cognitive impairment and higher rates of emergency department presentations.

These complex needs require a proactive response that involves care across both the health and aged care systems. Some general practitioners (GPs) do attend residential aged care homes and provide exceptional care to residents. But overall, this is a need that has been inadequately met by the current health system.

Supporting better care

The General Practice in Aged Care Incentive is a new incentive payment for general practitioners (GPs) and their practice, which commenced on 1 July 2024. Eligible GPs and practices registered in MyMedicare can receive incentive payments for providing their registered patients who live in a residential aged care with care planning and regular visits at the home.

The incentive supports GPs and practices to deliver more proactive, planned, and continuous quality care for people living in residential aged care. The incentive is an important part of the Australian Government's response to the [Royal Commission into Aged Care Quality and Safety](#) and [Strengthening Medicare](#).

More information about the incentive, including eligibility and service requirements, is available at: health.gov.au/our-work/gpaci.

Benefits for residential aged care residents

Through the incentive people who live in residential aged care may benefit from:

- more regular primary care services delivered in residential aged care homes
- more regular care planning services, including health assessments and development of care plans
- established relationships between patient, GP, practice and other healthcare professionals
- increased continuity of care.



Benefits for residential aged care providers

Through the incentive residential aged care providers may benefit from:

- knowing people in their care are getting regular and coordinated health care
- the assurance that care plans will be reviewed as needs change
- having the opportunity for more residents to have a regular GP
- having improved health and wellbeing outcomes
- experiencing fewer preventable hospitalisations especially during the after-hours period
- being supported by staff who are part of the extended healthcare team
- meeting their Aged Care Quality Standards responsibilities by ensuring residents can access safe and effective clinical care.



Part 1: Understand the General Practice in Aged Care Incentive

MyMedicare

Residential aged care home residents, their preferred GP, and the practice they work in must register in MyMedicare to participate in the General Practice in Aged Care Incentive.

More detailed information about MyMedicare, what it is, its benefits and how to register are available at health.gov.au/our-work/mymedicare/about.

Only practices, individuals, or a responsible person (if the patient does not have capacity) can register someone with MyMedicare. A 'responsible person' means an adult person accompanying the patient or in whose care the patient has been placed. This could include a parent or guardian, a person who holds power of attorney or a guardianship order, or the next of kin.

General Practice in Aged Care Incentive fact sheets

The following fact sheets have been developed to help stakeholders understand everything they need to know about the incentive:

- General Practice in Aged Care Incentive
- Facts and benefits
- Roles and contributions
- Person-centred care

These are available on the Department and Health and Aged Care website and complement the General Practice in Aged Care Incentive Program Guidelines at health.gov.au/our-work/gpaci.

Circulate these amongst your members to help them understand the incentive.

Patient journeys

Mavis' and Bernie's stories illustrate how the General Practice in Aged Care Incentive can be applied to deliver high quality primary health care. Their stories demonstrate how, across the course of a year, proactive, planned and continuous team-based care makes a difference.

Please use these as discussion starters and case studies with your members. These are available on the Department of Health and Aged Care website at health.gov.au/our-work/gpaci.



Part 2: Communicating about the General Practice in Aged Care Incentive

Aged care peak bodies and PHNs are a trusted source of information and advice for members, people considering moving into, or already permanently living in residential aged care homes, their families, and carers, as well as residential aged care providers and staff working in residential aged care.

People typically turn to organisations they trust when they want to learn about a new health service or program to weigh up whether to get involved. Therefore, suggested activities for you to communicate about the incentive include:

- information sessions
- distribute written information.

Information sessions

Information sessions are an easy, personalised way for your members and partners to learn about the incentive.

It is often through conversations in safe, informal spaces combined with reliable information that people learn and make decisions. Think of these information sessions as fostering shared, informed decision making in a safe, supportive environment.



Top tip

A one hour online or face-to-face information session is recommended to allow for approximately 30 minutes of presentations and a 30 minute Q&A.

It may be helpful to have a Q&A with a panel to facilitate discussion. This could include:

- a residential aged care home resident or their family or carer who is familiar with, and ideally receiving care from a GP and practices participating in, the incentive
- a GP, practice manager or nurse who is familiar with, and ideally participating in, the incentive
- someone from your Primary Health Network (PHN).



Included tool

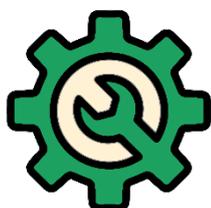
A presentation with speaker's notes is available to help you communicate confidently about the incentive during information sessions or one-on-one meetings with your members. The presentation is an introduction and should be used alongside supporting fact sheets and information kits available on the Department of Health and Aged Care website at health.gov.au/our-work/gpaci.

Distribute written information

For many people, taking in a lot of new information at once can be overwhelming and your members will appreciate some written information they can refer to.

Providing written information about the incentive, its benefits and how to participate will help reinforce messaging from the information seminars and support decision making.

Circulate among your members and partners the link to the General Practice in Aged Care Incentive guidance and tools available on the Department of Health and Aged Care website at health.gov.au/our-work/gpaci.



Included tool

If you engage with residential aged care home residents, their families and carers, an information booklet for them available for download.

If your members are residential aged care home providers, the 'Information kit for residential aged care homes: Understanding, communicating and supporting the General Practice in Aged Care Incentive' is available for download of the Department of Health and Aged Care Website here: health.gov.au/our-work/gpaci.



Part 3: Supporting implementation

Updating your website and/or circulating a newsletter article about the incentive and its benefits is a helpful way of supporting and promoting its uptake.



Included tool

Suggested wording for your website and a newsletter article has been drafted in this information kit below.



Top tip

You can adapt these drafts to the various channels you regularly use to communicate important, topical information to your members and the wider community.

Draft words for your website

General Practice in Aged Care Incentive

On 1 July 2024, a new incentive, The General Practice in Aged Care Incentive was introduced.

This incentive aims to encourage general practitioners (GPs) and members of their team to deliver more proactive, planned and continuous quality care to residents of aged care homes.

Under the incentive, GPs and practices registered with MyMedicare who participate in the incentive will receive additional payments for providing their MyMedicare-registered patients in residential aged care homes with:

- proactive face-to-face visits
- regular planned reviews
- coordinated care planning.

The General Practice in Aged Care Incentive is an important part of the Australian Government's response to the [Royal Commission into Aged Care Quality and Safety](#) and [Strengthening Medicare](#).



Guidance and tools for the incentive are available on the Department of Health and Aged Care website here: health.gov.au/our-work/gpaci.

To find the location and contact details of your PHN visit: health.gov.au/resources/apps-and-tools/primary-health-network-locator.

Draft newsletter article

Better health care is on its way The General Practice in Aged Care Incentive

A new government incentive to give people living in residential aged care homes the chance to regularly see their doctor was introduced on 1 July 2024.

Called the General Practice in Aged Care Incentive, the new incentive will encourage GPs and their care team visit patients regularly in their residential aged care home, to look after their health and coordinate their care. They will receive payments for doing this.

Evidence shows better health outcomes are achieved when a doctor establishes an enduring trust-based relationship with a patient and delivers quality primary care services, oversees continuity of care, and coordinates the care team.

Participating in the incentive is voluntary

Participation in the incentive is voluntary for the GP, general practice, and the residential aged care home resident. If a resident and their GP participate, residents can expect to benefit from regular visits from a GP and care team right here in your residential aged care home to provide proactive, planned and continuous care.

It's important to know that everyone who participates in the incentive must be registered with MyMedicare. You can find out more about MyMedicare here: health.gov.au/our-work/mymedicare/patients.

If a GP and practice do not participate in the General Practice in Aged Care Incentive, they will still be able to deliver services to residential aged care residents as normal, and still have access to existing Medicare Benefits Scheme (MBS) rebates.

We will help you understand the General Practice in Aged Care Incentive

We will be hosting information sessions on [provide details of dates/locations/times] where you will have the opportunity to ask questions.

For now, you can read more about the incentive and what it means for you here: health.gov.au/our-work/gpaci.



All information in this publication is correct as of August 2024.