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Coordinated Veterans' Care Program a template for better care

A new coordinated care program designed for veterans and war widows who are Gold Card holders will serve as an excellent template for the type of coordinated community care that can be achieved through Medicare Locals, Australian General Practice Network [AGPN] Chair, Dr Emil Djakic said today.

AGPN, in collaboration with three other leading health care groups, is managing the development and delivery of the training and education modules to support the Department of Veterans' Affairs new Coordinated Veterans' Care (CVC) Program.

"The unique aspect to this style of program is that it involves managing and negotiating the care plan with the veteran directly, giving the patient a sense of 'ownership' over their health," Dr Djakic said.

"The main feature of this program is the coordination between health care professionals," he said.

"The care plan is developed and managed by the GP in collaboration with the Practice Nurse and is then coordinated and monitored by the Practice Nurse, an Aboriginal health worker or a community nurse, with the veteran patient," Dr Djakic said.

To compliment the CVC Program, training modules have been developed which are based on the latest evidence-based models of care for people with chronic diseases and complex conditions, in which greater coordination in a primary health care setting and self-management may prevent an unscheduled admission to hospital.

Dr Djakic said that GPs across the country are being encouraged to take advantage of the training modules within their practices if a local Gold Card holder enrolls with the program.

"The CVC Program can provide health care professionals with flexible online education programs that will assist them with the delivery of the coordinated multidisciplinary care that is required under the program.

"This is the sort of program Medicare Locals will be striving to adopt for the multitude of health care scenarios that require an improved approach to coordinated care for complex conditions" Dr Djakic said.

Further details about this DVA funded program and training resources can be found at www.cvcprogram.net.au

AGPN's partner organisations are:

- *Flinders Human Behaviour & Health Research Unit*
- *Australian Practice Nurses Association*
- *Baker IDI Heart & Diabetes Institute.*

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