Frequently asked questions—Training issues

Which of the modules do I need to complete and how long will this take?

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What if I am having difficulty with something not covered in these FAQs?

Answers

Which of the modules do I need to complete and how long will this take?
If you do all activities and view all resources, the modules may take up to six hours to complete. Module Two, which includes a volunteer practice, may take longer. You choose which modules to do and the order in which you complete them. There are no fees as the program is funded by the Department of Veterans' Affairs.

The modules include a range of activities. The ones you choose to complete depends on if you intend to claim CPD points. Check the READ FIRST page on each module for details about CPD points.

What is the content of the online modules?
The four modules can be completed in any order.

- Module 1: CVC - Is your service ready? This module will help you apply the Chronic Care Model to DVA Gold Card holders enrolled in the Coordinated Veterans' Care Program, as well as to the broader patient community.

- Module 2: Care planning and coordination. This module will guide you through using the CVC Program care planning tools and the comprehensive and patient friendly care planning requirements of the CVC Program.

- Module 3: Managing Care Plans with disease-specific elements. This module continues the care planning and coordination focus with five sections covering congestive heart failure, coronary heart disease, pneumonia, chronic obstructive pulmonary disease and diabetes.

- Module 4: Veterans' social isolation, mental health and wellbeing. In this module you'll explore veterans' experiences of social isolation and the impact of this on health and wellbeing. You will also learn about when and how to refer veterans for CVC Social Assistance and other support services.

Together the modules provide the necessary knowledge and skills health professionals to provide care to the veterans enrolled in the CVC Program.

The modules use case studies to provide insight into the context and complexity of problems veterans in this program may face and encourage learners to reflect on their practice and the learning needs arising from the CVC Program.

Each module has core content with links to resources, quizzes, audio and video files.

The modules include specific activities required by RACGP and ACRRM for their GP members, as well as additional resources, an evaluation questionnaire and a certificate. Module Two has an additional activity and a quiz for care planning feedback.

The modules are continuously available and learners work at their own pace with no requirements to be online at any specific times.

Are the modules accredited?
All modules are accredited with RACGP, ACRRM, ACN and APNA. Specific details are available on the READ FIRST page of each module and at the CVC Program website
https://cvceducationresources.dva.gov.au

Completion of the modules may also attract credit as part of universities' recognition of prior learning processes for postgraduate chronic condition management courses.

Does my work get reviewed or graded?
In all modules your work is saved for your review. Your responses are not monitored or assessed.

Does it matter if I don't access all resources? What if I have trouble with the links?
You are not required to read all resources.

Web link checks are done regularly though there are many reasons why a link may not work. On some websites such as government, information is updated regularly so specific page links will break frequently. Find the home page, and use the search facility to find the document. Alternatively try searching for the resource via an internet search engine (e.g. Google).

A web address may not work if it is long and has wrapped onto a second line. If this is the case copy the whole web address and insert it into your browser.

Please report links that do not work to: CVCProgram@acu.edu.au Please report any problems with links to PDF documents as well, so that we can locate and fix any problems.

Do I get a certificate on completion of the modules?
Yes. After you complete the content of a module online, you will be able to download a certificate of completion for that module. A certificate of completion is also available if you attend the Module Two workshop.

If I have done the Flinders Program™ of Chronic Condition Management do I need to do these modules?
Yes. Although these education and training modules are informed by the Flinders Program™ tools, they are also about how to provide care and coordination for DVA Gold Card holders enrolled in the CVC Program.

Where can I get more information about the CVC Program and copies of the Care Plan templates?
Go to the CVC Program home page http://cvceducationresources.dva.gov.au Click on the Care Planning tab at the top for useful resources including:

- CVC Care Plan requirements

- the CVC Toolkit

- Care Plan templates in Word and software compatible versions, and

- CVC - A Guide for General Practice.

The Provider helpline 1300 550 597 will answer any questions about service delivery, such as billing.

What if I am having difficulty with something not covered in these FAQs?
A total of four FAQ files are available for help with:

- logging in

- training modules

- technical issues

- continuing professional development (CPD).

Disclaimer: The information contained in this FAQ document is accurate at the time of publication. Whilst every effort has been made to ensure the accuracy of the information contained in these FAQs, Flinders University cannot be held liable for any inconvenience caused using the information contained herein or for any errors or omissions.