



## References and recommended resources

### Module One – Coordinated Veterans' Care – Is Your Service Ready?

This list includes all references for the module as well as a number of resources you may find useful.

All web links in these resources are active at time of publishing and are reviewed on a regular basis. Please report any web links that do not work to: [CVCProgram@acu.edu.au](mailto:CVCProgram@acu.edu.au). If you find a link that is not working, enter the title into the website search box or use a search engine (e.g. Google).

Links are to PDF documents, specific web pages or to a whole website. This is because there may be more than one item of interest to review at a website or the information is updated regularly meaning specific website links may change.

Links to whole websites may require you to enter the resource title into the search box on that page or use the navigation bar at that website to access the specified titles or pages.

#### Coordinated Veterans' Care (CVC) Program

<http://www.dva.gov.au/about-dva/publications-and-forms/providers/guide-general-practice/prepare-cvc-program>

#### Refer to the following web pages:

- CVC Program A Guide for General Practice. This is the key resource for the CVC Program  
<http://www.dva.gov.au/sites/default/files/files/publications/providers/cvc/GGP.pdf>

- CVC Program Consent provisions

<http://www.dva.gov.au/about-dva/publications-and-forms/providers/guide-general-practice/enrol-participants-program>

- CVC Program Eligibility Criteria <http://www.dva.gov.au/benefits-and-payments/eligibility>

Scroll down the page to find links to FAQs for Aboriginal health workers, community nurses, general practitioners, practice nurses and other health professionals.

- CVC Program Patient Treatment Report User Guide <https://cvcprogram.flinders.edu.au/wp-content/uploads/2014/05/CVC-Patient-Treatment-Report-userguide.pdf>

- CVC Program payments and fees

<http://www.dva.gov.au/providers/fee-schedules/gps-lmos-and-specialists-fee-schedules>

- CVC Program Toolkit (contains PIH and K10 assessments)

<http://www.dva.gov.au/about-dva/publications-and-forms/providers/guide-general-practice/roles-and-responsibilities>

## Department of Veterans' Affairs

<http://www.dva.gov.au>

- DVA Benefits and Services

<http://www.dva.gov.au/benefits-and-payments>

- DVA Treatment of your health conditions:

<http://www.dva.gov.au/health-and-wellbeing/treatment-your-health-conditions>

- DVA Community Nursing Program <http://www.dva.gov.au/providers/community-nursing>

### Refer to pages:

- –Other pages; Coordinated Veterans Care
- Classification System and Schedule of Fees effective 1 January 2018
- Notes for Community Nursing Providers effective March 2017
- DVA funded health services (Includes Home help, HomeFront assessment, falls prevention, VVCS) <http://www.dva.gov.au/sites/default/files/files/health%20and%20wellbeing/healthservices.pdf>
- DVA Veterans' Health and Wellbeing <http://www.dva.gov.au/health-and-wellbeing>

### Refer to pages:

- Day Clubs
- VVCS Veterans and Veterans' Families Counselling Service
- DVA Veterans' Home Care

<http://www.dva.gov.au/health-and-wellbeing/home-and-care/aged-and-community-care#vhc>

## References and recommended readings

Barr, V.J., Robinson, S., Marin-Link, B., Underhill, L., Dotts, A., Ravensdale, D., and Salivaras, S. 2003, 'The Expanded Chronic Care Model: An integration of concepts and strategies from population health promotion and the Chronic Care Model', *Hospital Quarterly*, vol. 7, no. 1, pp. 73-82.

Battersby, M.W., Von Korff, M., Schaefer, J., Davis, C., Ludman, E., et al. 2010, 'Twelve evidence-based principles for implementing self-management support in primary care', *The Joint Commission Journal on Quality and Patient Safety*, vol. 36, pp. 561-570.

Coulter, A. and Ellins, J. 2006, 'Patient-focused interventions: a review of the evidence', (The Health Foundation: London) < [http://www.health.org.uk/sites/health/files/PatientFocusedInterventions\\_ReviewOfTheEvidence.pdf](http://www.health.org.uk/sites/health/files/PatientFocusedInterventions_ReviewOfTheEvidence.pdf)

Cramm, J.M., Mathilde, M.H., Strating, A.T. and Nieboer, A.P. 2011, 'Development and validation of a short version of the Assessment of Chronic Illness Care (ACIC) in Dutch Disease Management Programs.' *Health and Quality of Life Outcomes* 9, no. 1, pp. 1-10

Johnson, A. and Chang E. 2018. Chronic illness and disability: An overview (pp. 2-13). In: In: Chang, E. & Johnson, A. Living with chronic illness and disability. Principles for nursing practice (3<sup>rd</sup> edition). Elsevier Australia, Chatswood NSW.

Drury, V. and Aoun, S. 2018. Models of care (pp. 43-60). In: Chang, E. & Johnson, A. Living with chronic illness and disability. Principles for nursing practice (3<sup>rd</sup> edition). Elsevier Australia, Chatswood NSW.

Kubina, N. and Kelly, J. 2007, *Navigating self-management: a practical approach to implementation for Australian health care agencies*, Whitehorse Division of General Practice, Melbourne.

Lawn, S. and Battersby, M. 2009, *Capabilities for supporting prevention and chronic condition self-management: A resource for educators of primary health care professionals*, Flinders University & Australian Government Department of Health and Ageing, Adelaide.

Lawn, S., Battersby, M., Lindner, H., Matthews, R., Morris, S., Wells, L., Litt, J., and Reed, R 2009, 'What skills do primary health care professionals need to provide effective self-management support? Seeking consumer perspectives', *Australian Journal of Primary Health*, vol. 15, pp. 37-44.

National Strategic Framework for Chronic Conditions available at: <http://www.health.gov.au/inter-net/main/publishing.nsf/content/nsfcc> (Accessed 23rd January 2018)

[Oster, C.](#), [Morello, A.](#), [Venning, A.](#), [Redpath, P.](#), and [Lawn, S.](#) 2017. The health and wellbeing needs of veterans: A rapid review, *BMC Psychiatry*, 17(1) pp. 414

Reynolds, R., Dennis, S., Hasan, I., Slewa, J., Chen, W., Tian, D., Bobba, S., and Zwar, N. 2018. A systematic review of chronic disease management interventions in primary care, *BMC Family Practice*. Available at: <https://doi.org/10.1186/s12875-017-0692-3>

Roughead, E.E., Kalisch, L.M., Ramsay, E.M., Ryan, P. and Gilbert, A.L. 2010. Use of health services and medicines amongst Austrian war veterans: A comparison of young elderly, near centarians and centarians, *BMC Geriatrics* Available at: <https://bmcgeriatr.biomedcentral.com/articles/10.1186/1471-2318-1>

#### Useful Websites:

Australian Disease Management Association (ADMA) Clearinghouse <http://www.adma.org.au/clearinghouse.html>

Improving Chronic Illness Care (ICIC) website **available at:** [http://www.improvingchroniccare.org/index.php?p=PACIC\\_survey&s=36](http://www.improvingchroniccare.org/index.php?p=PACIC_survey&s=36)

Provides information on:

- The Chronic Care Model
- Care Coordination
- Practice Change
- Patient-Centred Medical Home
- Global Work
- Evidence for Better Care
- Resource Library + 2017 Chronic Care Model Literature Updates